



Health Talk



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Spring 2022

AHCCCS Complete Care

United
Healthcare®
Community Plan



Protect your health

For the latest information on the COVID-19 vaccine, visit uhcommunityplan.com/covid-19/vaccine.

We care

We give our providers tools, so they can best care for our members.

These tools are called clinical practice guidelines. They inform providers about best practices to manage illnesses and promote wellness.

The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines. To see the guidelines, visit uhcprovider.com/cpg.



istock.com/Antonio_Diaz



Top quality

Our quality improvement results

UnitedHealthcare Community Plan has a quality improvement program. It works to give members better health care and services. Each year we report how well we are doing.

Diabetes care

Last year, we set a goal for more of our adult members who have diabetes to get their A1C blood tests and retinal eye exams. A1C is a blood test that detects blood sugar levels over a 2-to-3-month period. It's different than testing blood sugar at home. The A1C test requires a blood sample, so it's typically done at a provider's office or lab. People with diabetes also need to get a diabetes eye exam at least once a year. This exam includes putting drops in your eyes to make your pupils bigger. This helps the vision care provider see if there's damage to your retina at the back of the eye.

We sent members information about how important these screenings are to help manage their diabetes. Our results showed there is still more work to be done to ensure our members are getting the care they need. We will continue to encourage these services to help our members live their healthiest lives. If you have diabetes and are due for an A1C blood test or retinal eye exam, make an appointment with your provider today.

Prenatal care

It was also important for us to improve maternal care last year. We wanted more of our pregnant members to go for their prenatal visits. Prenatal

care helps keep expectant mothers healthy. It also makes sure babies are growing healthy and strong. If you are pregnant, you should make an appointment to see your provider:

- As soon as you think you are pregnant
- Once a month during weeks 4 to 28 of your pregnancy
- Every 2 weeks from weeks 28 to 36
- Every week for the last month of pregnancy

You will get your weight, blood pressure and urine checked at each visit. You will also get to listen to your baby's heartbeat.

Preventive care

Another goal last year was for more children to go for their checkups and get lead screenings. We also wanted more children to get vaccines to protect against serious diseases. Regular checkups help make sure your child is developing properly. The provider can look at your child's movement, language, emotions, behavior and thinking. Kids should get tested for lead before they turn 2. Lead poisoning can cause slow growth and developmental problems.

We still want to improve in these areas and will be reaching out to members with reminders. If your child has fallen behind schedule on their checkups, screenings or vaccines, it is not too late to make them up. Schedule an appointment with their provider today.



Learn more. Want more information on our quality improvement program? Call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Know your drug benefits

Visit myuhc.com/communityplan/pharmaciesandrx to learn about your prescription drug benefits. It includes information on:

- 1. Which drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you may need to try a different drug first. (This is called step therapy.) Or you may need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You may have copayments for prescriptions.



Look it up. Find information about your drug benefits at myuhc.com/communityplan/pharmaciesandrx. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



Make your wishes known

Learn about advance directives

You have the right to say “yes” or “no” to procedures, tests and treatments. But what would happen if you couldn’t make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end-of-life care known in advance. The Arizona Advance Directive Registry is a free registry you can use to electronically store and access your medical directives. This secure and confidential program grants peace of mind to registrants and their families. It also provides easy access to all health care providers.



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at azsos.gov/services/advance-directives.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

- Address and phone number
- Languages they speak
- Qualifications
- Medical school or residency (available by phone only)
- Specialty
- Board certification

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.



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To find a new provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 8 of this newsletter.

The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them. Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical practice guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying services or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter. TDD/TTY services and language assistance are available if you need them.



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Take charge

Prepare to see your provider

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you get. Here are 4 ways you can take charge of your health care:

- 1. Think about what you want to get out of the visit before you go.** Focus on the top 3 things you need help with.
- 2. Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the actual medicines. Mention who prescribed them for you.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
- 4. If you were in the hospital or emergency room (ER), see your provider as soon as possible after discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health plan. It explains:

- Your member rights and responsibilities
- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to ask for an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse
- How to request a printed copy of the provider directory



Get it all. You can read the Member Handbook online at myuhc.com/communityplan/benefitsandcvg.

To request a copy of the handbook or provider directory, call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



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Safe and secure

We receive information about you. This may include your race, ethnicity, language you speak, gender identity and sexual orientation. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations in meeting your health care needs.

Examples of how we may use PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit [uhc.com/about-us/rel-collection-and-use](https://www.uhc.com/about-us/rel-collection-and-use). To get more information on our health equity program, visit [unitedhealthgroup.com/what-we-do/health-equity.html](https://www.unitedhealthgroup.com/what-we-do/health-equity.html).

You're not alone

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you're worried about your own substance use, you may feel helpless. You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs such as opioids. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

The Substance Use Disorder Helpline (**1-855-780-5955**, TTY **711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Get support. Call the Substance Use Disorder Helpline at **1-855-780-5955**, TTY **711**, 24 hours a day.





Your privacy is important

We protect your PHI and FI

We take your privacy seriously. We are very careful with your family’s protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules and technology that keep PHI and FI safe. We don’t want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

- How we may use PHI and FI
- When we may share PHI and FI with others
- What rights you have to your family’s PHI and FI

You may read our privacy policy in your Member Handbook. It’s online at myuhc.com/communityplan/benefitsandcvg. You may also call Member Services toll-free to ask us to mail you a copy. The phone number is listed in the resource corner on page 8 of this newsletter. If we make changes to the policy, we will mail you a notice.

Your opinion matters

UnitedHealthcare Community Plan surveys its members each year. We want to know how well we are meeting your needs. Our 2021 surveys showed mostly higher scores in how members rated their providers and health plan. In 2021, our customer service program worked on improving the information provided to members. We want to make sure everything is clear and easy to understand.

Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.



Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, **TTY 711**, **8 a.m. – 5 p.m.**, **Monday – Friday.**



Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-800-348-4058,
TTY 711

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.
**myuhc.com/
communityplan**

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-440-0255,
TTY 711

Arizona Smokers' Helpline (ASHLine): Get help quitting smoking at no cost to you (toll-free).
1-800-55-66-222,
TTY 711

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985,
TTY 711
uhchealthyfirststeps.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

Crisis Lines for Help with Mental or Emotional Crisis Situations:
1-877-756-4090, TTY 711 (Northern Arizona)
1-800-631-1314, TTY 711 (Central Arizona)
1-866-495-6735, TTY 711 (Southern Arizona)

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services and ask to speak with OIFA.
1-800-348-4058, TTY 711

Are you getting enough sleep?

There are many things you can do to try to live a healthier life. Getting enough sleep is one of them. According to the Centers for Disease Control and Prevention (CDC), lack of sleep is linked to some chronic conditions, including:

- Depression
- Heart disease
- Obesity
- Type 2 diabetes

If you have trouble falling asleep at night, here are 3 tips for getting a good night's rest:

1. Go to bed and get up at the same time each day
2. Be active during the day, so you feel tired at night
3. Keep TVs, laptops, tablets and phones out of the bedroom

Learn more about good sleep habits at **[cdc.gov/sleep](https://www.cdc.gov/sleep)**.



By the numbers

- Kids ages 6 to 12 need 9 to 12 hours of sleep a night
- Teens ages 13 to 18 need 8 to 10 hours of sleep a night
- Adults need at least 7 hours of sleep a night



Contract services are funded under contract with the State of Arizona. UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.