



# Health Talk



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Spring 2022

United  
Healthcare®  
Community Plan



## Protect your health

For the latest information on the COVID-19 vaccine, visit [uhccommunityplan.com/covid-19/vaccine](https://uhccommunityplan.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](https://uhcprovider.com/cpg).



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## 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
- Obesity
- Heart disease
- 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

# We speak your language

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at the phone number on the back of your member ID card.

Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al número que aparece al reverso de su tarjeta de identificación de miembro.

Chúng tôi cung cấp các dịch vụ miễn phí nhằm giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác không phải là tiếng Anh hoặc bằng chữ in lớn. Quý vị có thể yêu cầu cung cấp dịch vụ phiên dịch viên. Để yêu cầu trợ giúp, vui lòng gọi điện đến bộ phận Dịch vụ thành viên theo số điện thoại miễn phí ở mặt sau tấm thẻ ID thành viên của bạn.



# Know your drug benefits

Visit [myuhc.com/communityplan/pharmaciesandrx](https://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.** Adults age 21 and older have a copayment of \$1 for generic drugs and \$3 for brand-name drugs. Children under 21 years of age and pregnant women do not have copayments.



**Look it up.** Find information about your drug benefits at [myuhc.com/communityplan/pharmaciesandrx](https://myuhc.com/communityplan/pharmaciesandrx). Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



# Stay well

## Programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our population health programs. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time. You can find more information about our programs and services at [myuhc.com/communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness).

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

# 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](https://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 6 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 6 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 6 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

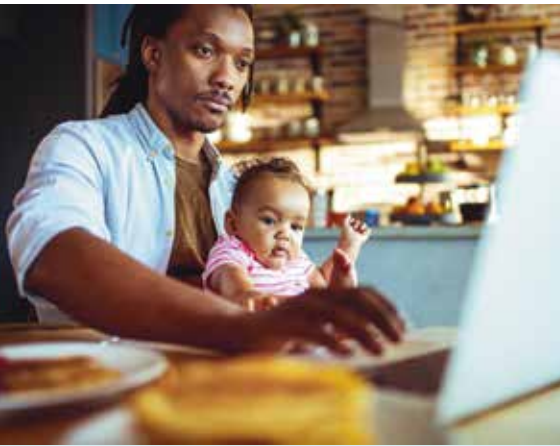


**Get it all.** You can read the Member Handbook online at [myuhc.com/communityplan/benefitsandcvg](https://myuhc.com/communityplan/benefitsandcvg).

To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



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# Safe and secure

## How we use and protect language and cultural data

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 the 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://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://unitedhealthgroup.com/what-we-do/health-equity.html).

## Resource corner

**Member Services:**  
1-800-318-8821, TTY 711

**Our website:**  
[myuhc.com/communityplan](https://myuhc.com/communityplan)

**NurseLine:**  
1-877-440-0251, TTY 711

**Healthy First Steps®:**  
1-800-599-5985, TTY 711  
[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)

**Public Behavioral Health System:** 1-800-888-1965,  
TTY 711

**Special Needs Unit:**  
1-800-460-5689, TTY 711

**Maryland Medicaid HealthChoice Help Line:**  
1-800-284-4510, TTY 711

**Maryland Healthy Smiles Dental Program:**  
1-855-934-9812, TTY 711

**UnitedHealth Group Customer Care Fraud Hotline:** 1-866-242-7727,  
TTY 711

**Interpretation Services:** Call Member Services to request interpretation services for your medical visits.



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We provide services at no cost to help you communicate with us. Such as, letters in other languages or large print, auxiliary aids and services, or you can ask for an interpreter. To ask for help, please call **1-800-318-8821**, TTY **711** from 8 a.m. to 7 p.m. EST.

Brindamos servicios sin costo para ayudarlo a comunicarse con nosotros. Tales como cartas en otros idiomas o en letra grande, ayudas y servicios auxiliares, o puede solicitar un intérprete. Para pedir ayuda, llame al **1-800-318-8821**, TTY **711**, de 8 a.m. a 7 p.m. EST.

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل، توفير الخطابات بلغات أخرى أو بحروف كبيرة، أو المساعدات والخدمات المساعدة، أو يمكن لك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، اتصل على الرقم **1-800-318-8821**، الهاتف النصي **711** من الساعة 8:00 صباحًا حتى 7:00 مساءً بالتوقيت الشرقي القياسي.