



Health Talk

Your journey to better health

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Spring 2023

¡Voltee para español!

United
Healthcare
Community Plan

What's inside

Do you know what drugs are covered under your health plan? See Page 8 for details about your prescription drug benefits.



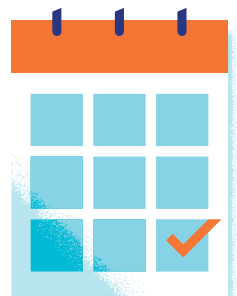
Care Guidelines

The best care

Tools for better health

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit uhcprovider.com/cpg.



UnitedHealthcare Community Plan
5900 Parkwood Place
Dublin, OH 43016

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Health Equity

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. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell 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). For 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).

Plan Benefits

Caring for you

We want to make sure you get the care you need when you need it. If you need help getting to your provider's office, we can help. Our health plan offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 8 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime – 24 hours a day, 7 days a week. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or use the UnitedHealthcare app.



istock.com/sturti

Member Handbook

All about your health plan

Have you read your Member Handbook? It is a great source of information. It tells you how to use your 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. Or call Member Services toll-free at the phone number on Page 8 to request a copy.

Prescriptions

Your drug benefits

What you need to know

UnitedHealthcare Community Plan members can use Gainwell to process prescription claims. Gainwell covers all Medicaid-covered, medically necessary prescription and over-the-counter medications. You can refer to the Gainwell member handbook for information, including:

1. What drugs are covered. Gainwell uses a preferred drug list (PDL), which is a list of drugs we prefer your provider prescribe.



istock.com/kiwis

2. Where to get your prescriptions filled. You can find a pharmacy covered in your network by accessing the Pharmacy Provider Directory.

3. Rules that may apply. Your prescriber may be required to submit a prior authorization request for certain medications. The requests go to the Gainwell Pharmacy Services team for review. The team will work closely with your prescriber to provide the best clinical decision. You will receive a letter in the mail with the outcome.

4. Any costs to you. You do not have copayments for prescriptions.



Look it up. Find information on your drug benefits through Gainwell, including copies of the preferred drug list and the Pharmacy Provider Directory, online at spbm.medicaid.ohio.gov. Or request paper copies by calling **1-833-491-0344**, TTY **1-833-655-2437** (toll free).



Utilization Management

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 your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

When the care is not covered under your benefits, it may be denied. It may also be denied when it does not meet clinical practice guidelines. 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.

If you have questions about UM, you can talk to our Medicaid Care Management staff. Our nurses are available 8 a.m.–5 p.m., Monday through Friday, at **1-800-504-9669**, TTY **711**. Language assistance is available.

Language Help

Communication needs

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 Page 8.

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 en la Página 8.

हामी तपाईंलाई हामीसँग सञ्चार गर्नमा मद्दत गर्नका लागि निःशुल्क सेवाहरू उपलब्ध गराउँछौं। हामी तपाईंलाई अङ्ग्रेजी बाहेक अन्य भाषाहरूमा वा ठूलो प्रन्टमा जानकारी पठाउन सक्छौं। तपाईं दोभासेका लागि अनुरोध गर्न सक्नुहुन्छ। मद्दतका लागि अनुरोध गर्न, कृपया सदस्य सेवाहरूलाई पृष्ठ 8 मा रहेको टोल-फ्री नम्बरमा फोन गर्नुहोस्।

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Waxaan bixinaa adeegyo bilaash ah si aan kaaga caawino inaad nala soo xiriirto. Waxaan kuugu soo gudbin karnaa macluumaad luuqado aan Ingiriis aheyn ama daabacaada farta waweyn. Waxaad dalban kartaa turjubaan. Si aad u dalbato caawin, fadlan ka soo wac khadka bilaashka ah ee Adeegyada Xubinta taleefon lambarka ku qoran Bogga 8-aad.



istock.com/DMEPhotography

ကျွန်ုပ်တို့နှင့် ဆက်သွယ်ပြောဆိုနိုင်ရန်အတွက် သင့်အား အခမဲ့ ဝန်ဆောင်မှုများ စီစဉ်ပေးလျက်ရှိပါသည်။ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့် မဟုတ်ဘဲ အခြားဘာသာစကားများဖြင့်ဖြစ်စေ၊ စာလုံးကြီးကြီးဖြင့် ပုံနှိပ်၍ဖြစ်စေ သင့်ကို ပို့ပေးနိုင်ပါသည်။ သင့်အနေဖြင့် စကားပြန်တစ်ဦးကိုလည်း တောင်းဆိုနိုင်ပါသည်။ အကူအညီ တောင်းဆိုရန်အတွက် အခမဲ့ ဖုန်းခေါ်ဆိုနိုင်သော စာမျက်နှာ 8 ရှိ အဖွဲ့ဝင် ဝန်ဆောင်မှုဌာန၏ ဖုန်းနံပါတ်ထံ ဖုန်းခေါ်ပေးပါ။

Nous fournissons des services gratuits destinés à vous aider à communiquer avec nous. Nous pouvons vous envoyer des informations rédigées dans d'autres langues que l'anglais ou imprimées en gros caractères. Vous pouvez demander un interprète. Pour demander de l'aide, veuillez appeler le numéro gratuit d'assistance destiné aux membres indiqué page 8.

Mental Health

Here for you

4 numbers to call for mental health care

Taking care of your mental health is just as important as your physical health. Here are 5 resources you can call for help.

1. 988 Suicide and Crisis Lifeline:

Call or text to get a direct connection to compassionate, accessible care and support for mental health. There is 24-hour, confidential help for anyone in suicidal crisis or emotional distress.

988

2. Ohio CareLine: This is a free and confidential emotional support phone line. Trained, licensed clinicians will answer calls and offer emotional support and assistance 24 hours a day, 7 days a week.

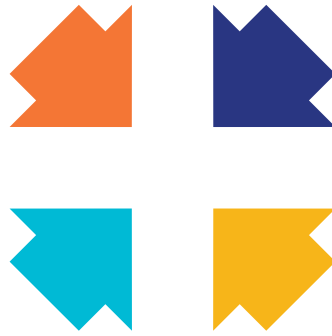
1-800-720-9616

3. Ohio Crisis Text Line: 24-hour, confidential support is available to anyone in suicidal crisis or emotional distress.

Text keyword “4hope” to 741-741

4. Resources for Aging Population: The Ohio Department of Aging created the Staying Connected Check-in Service. It provides a free, daily check-in by phone for Ohioans aged 60 or older. This service also provides comfort and can connect individuals with aging network information and support.

1-833-ODA-CHAT



Take Care: Preventive care to keep you healthy

Primary Care

Take charge

Preparing for your provider 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.** 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 you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

Health Tools

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 program. 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.



Learn more. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness. If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 8.



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Member Resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-895-2017, TTY 711

Our website: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

UnitedHealthcare app: Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

**1-800-542-8630,
TTY 1-800-855-2880**

Quit For Life: Get help quitting smoking at no cost to you (toll-free).

**1-866-784-8454, TTY 711
quitnow.net**

Transportation: Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment.

We offer 30 one-way or 15 round trips per year to and from your PCP, WIC, pharmacy, or other participating health care or behavioral health care providers, such as vision, dental, and mental health and substance use providers.

1-800-895-2017, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-800-508-2581, TTY 711

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

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.

assurancewireless.com/partner/buhc

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711
uhchealthyfirststeps.com**

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose "upgrade through insurance." Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

Go digital: Sign up for email, text messages and digital files to receive your health information more quickly.
myuhc.com/communityplan/preference



Civil Rights Notice

Discrimination is against the law. UnitedHealthcare Community Plan of Ohio complies with applicable federal civil rights laws and does not discriminate on the basis of any of the following:

- Race
- Color
- National origin
- Military Status
- Religion
- Genetic information
- Age
- Disability (including physical or mental impairment)
- Ancestry
- Political beliefs
- Public assistance status
- Medical condition
- Sex (including sex stereotypes and gender identity)
- Sexual orientation
- Health status (including the need for health services)

UnitedHealthcare Community Plan of Ohio provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of Ohio provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-800-895-2017, TTY 711**.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Ohio**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130
Email: **UHC_Civil_Rights@uhc.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **ocrportal.hhs.gov/ocr/portal/lobby.jsf**

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

By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available at **hhs.gov/ocr/office/file/index.html**.

1-800-895-2017, TTY 711

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

Español: ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia de idiomas sin cargo. Llame al número de teléfono gratuito que se indica arriba.

中文: 注意: 如果您說中文, 您可獲得免費語言協助服務。撥打上方免付費電話。

Deutsch: HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben genannte gebührenfreie Nummer an.

العربية: تنبيه: إذا كنت تتحدث العربية، فتتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم المجاني أعلاه.

Pa Deitsh: ATTENTION: Vann du Pa Deitsch shvetsht, kansht du unni ennichah kosht zu dich, hilf greeya fa translaydes gedu havva. Fa sell greeya, du es toll free nummah uf roofa es gevva is do ovva droh.

Русский. Внимание! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

Français : ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le numéro gratuit ci-dessus.

Tiếng Việt: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

Oromoo: XIYYEEFFANNAA: Afaan Oromoo yoo dubbattan, tajaajili gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Lakkoofsa bilbila bilisaa armaan olitti bilbilaa.

한국어: 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

Italiano: ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero gratuito sopra indicato.

日本語: 注意: 日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。上記のフリーダイヤル番号までお電話ください。

Nederlands: LET OP: Als u Nederlands spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel het gratis nummer hierboven.

Українська мова: УВАГА! Якщо ви говорите українською мовою, ви можете скористатися безкоштовними послугами перекладача. Зателефонуйте за вищезазначеним безкоштовним номером.

Română: ATENȚIE: Dacă vorbiți limba română, aveți la dispoziție servicii de asistență lingvistică gratuite. Apelați numărul de telefon gratuit de mai sus.

Soomaali: OGSOONOW: Haddii aad ku hadasho Soomaali, adeegyada kaalmada luuqadda, oo bilaash ah, ayaad heli kartaa. Wac lambarka bilaashka ah ee sare ku xusan.

नेपाली: ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने, तपाईंका लागि भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। माथिको टोल फ्री नम्बरमा कल गर्नुहोस्।