



# Health Talk

Your journey to better health

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Spring 2024

¡Voltee para español!

United  
Healthcare  
Community Plan

## 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.

## Care guidelines

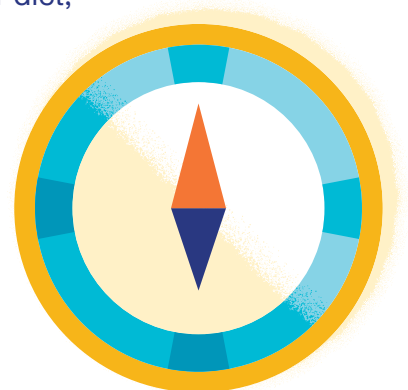
# The best care

## 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](https://uhcprovider.com/cpg).



UnitedHealthcare Community Plan  
125 S. 84th Street Suite 400  
Milwaukee, WI 53214

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## Health equity

# Safe and secure

## How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. 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/re-collection-and-use](https://www.uhc.com/about-us/re-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).

## 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
- 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). Or call Member Services toll-free at the phone number on Page 8 to request a copy.



## 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. Wisconsin Medicaid offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 8 to learn more.

We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week — at **1-866-827-0806**, TTY **711**.

To find a 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 use the UnitedHealthcare app.

# Top quality

## We want the best for you

UnitedHealthcare Community Plan has a quality improvement program. It works to give members better health care and services. Each year we set goals. Then we measure how well we meet them.

Some of our goals focus on improving the number of services pregnant people and children receive. These include postpartum visits, lead screenings and immunizations. Other goals focus on making sure people with certain diseases – such as diabetes – get the tests they need to monitor their condition. We reach out to our members to encourage them to get these and other services. We do this because it helps them stay healthy and manage their conditions.

We also survey our members each year. We want to see how they feel about our health plan. We use your feedback to improve the services we provide. Want more information on our quality improvement program and results? Call Member Services toll-free at the phone number on Page 8.



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### 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 any questions, call Member Services toll-free at the phone number on Page 8. TTY services and language assistance are available if you need them.

# 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](https://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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## Primary care

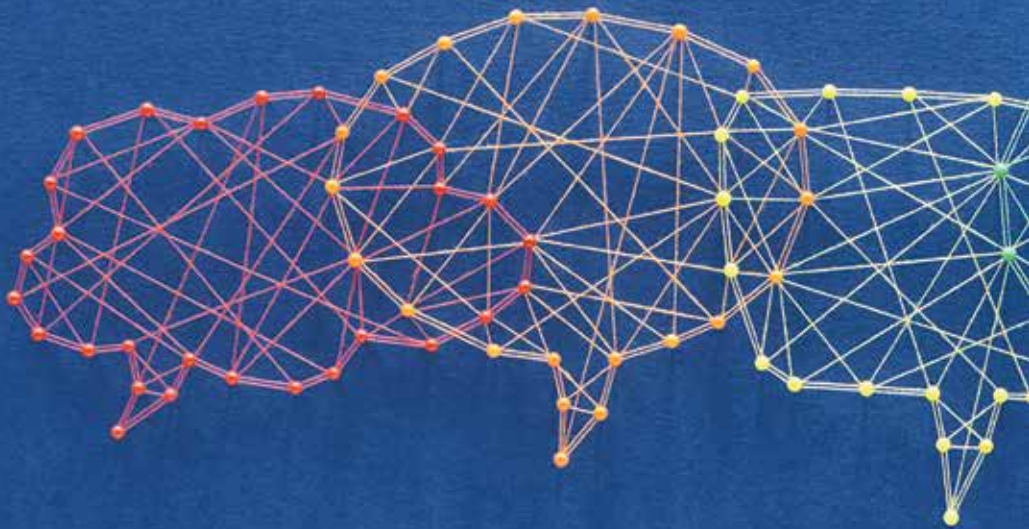
### Take charge

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.



**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.

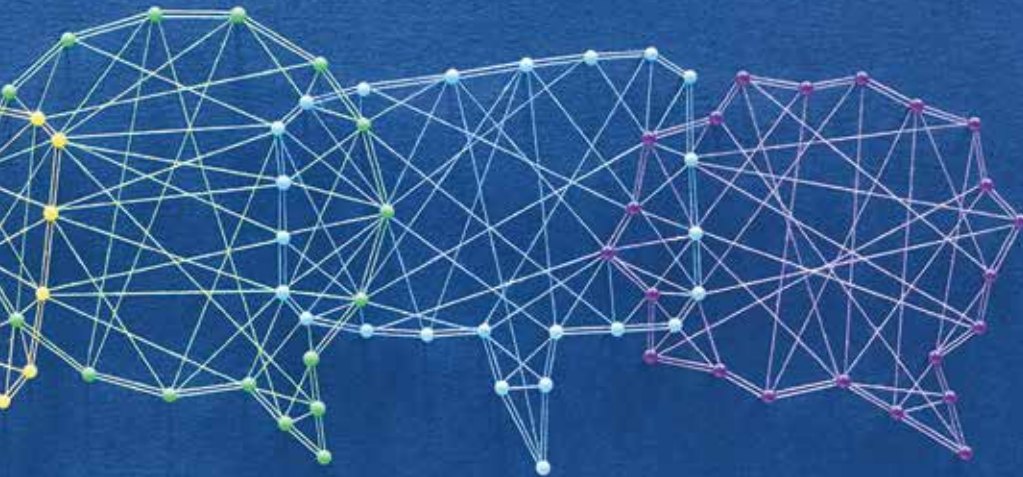
我們提供免費服務，協助您與我們溝通。我們可以寄送英文以外的其他語言資訊或提供大字體。您可以要求安排口譯員。如需協助，請撥打列於第8頁的會員服務部免費電話。

Peb muab kev pab dawb los pab kom koj sib tham nrog peb tau. Peb tuaj yeem xa cov ntaub ntauv ua lwm hom lus uas tsis yog lus As Kiv los sis muab nws luam tawm kom loj tuaj rau koj tau. Koj tuaj yeem thov ib tug kws txhais lus. Yuav thov kev pab, thov hu rau Feem Pab Cuam Tswv Cuab tus xov tooj hu dawb uas nyob Phab 8.

ئی ن ایچ م ت ام دخ م دقن  
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ကျွန်ုပ်တို့နှင့် ဆက်သွယ်ပြောဆိုနိုင်ရန်အတွက် သင့်အား အခမဲ့ ဝန်ဆောင်မှုများ စီစဉ်ပေးလျက်ရှိပါသည်။ အချက်အလက်များကို အင်္ဂလိပ်ဘာသာဖြင့်မဟုတ်ဘဲ အခြားဘာသာစကားဖြင့်ဖြစ်စေ၊ စာလုံးကြီးကြီးဖြင့် ပုံနှိပ်၍ ဖြစ်စေ သင့်ကို ပို့ပေးနိုင်ပါသည်။ သင့်အနေဖြင့် စကားပြန်တစ်ဦးကိုလည်း တောင်းဆိုနိုင်ပါသည်။ အကူအညီ တောင်းဆိုရန်အတွက် အခမဲ့ ဖုန်းခေါ်ဆိုနိုင်သော စာမျက်နှာ ၈ ရှိ အဖွဲ့ဝင် ဝန်ဆောင်မှုဌာန၏ ဖုန်းနံပါတ်ထံ ဖုန်းခေါ်ပေးပါ။

我们提供免费的语言服务，帮助您与我们沟通。我们可以用英语之外的其他语言向您发送信息，也可以将字体调大。您可以申请一位译员。如需寻求帮助，请拨打第8页列出的免费电话，联系会员服务中心。



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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.

ພວກເຮົາໃຫ້ບໍລິການຟຣີເພື່ອຊ່ວຍທ່ານ ສື່ສານກັບພວກເຮົາ. ພວກເຮົາສາມາດ ສົ່ງຂໍ້ມູນໃຫ້ທ່ານເປັນພາສາອື່ນທີ່ບໍ່ແມ່ນ ພາສາອັງກິດ ທີ່ ເປັນຕົວພິມໃຫຍ່. ທ່ານ ສາມາດຂໍຜູ້ແປພາສາໄດ້. ເພື່ອຂໍຄວາມ ຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທຟຣີຂອງ ຝ່າຍບໍລິການສະມາຊິກທີ່ຢູ່ໜ້າທີ 8.

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, hãy gọi điện cho bộ phận Dịch vụ thành viên theo số điện thoại trên Trang 8.

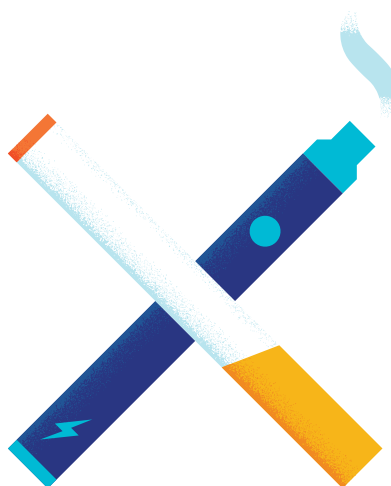
### Smoking cessation

## Quitting time

By quitting smoking, you can feel better and improve your overall health. You can also save money for things that matter.

Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a provider
- Talking to a counselor
- Following an action plan
- Using nicotine replacement products



**Get help.** Find resources for quitting smoking at no cost to you (toll-free). Call **1-866-784-8454**, TTY **711**, or visit **quitnow.net**.

## 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).  
**1-800-504-9660, TTY 711**  
Monday–Friday,  
7 a.m.–7 p.m. CST

**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™**

**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.



iStock.com/Mindful Media

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).  
**1-866-827-0806, TTY 711**

**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.  
**1-800-504-9660, 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**

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





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

If you need help with your complaint, please call **1-800-504-9660**, TTY **711**. Representatives are available 7 a.m. – 7 p.m. CT, Monday – Friday.

You can also file a complaint within 180 days 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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, qualified sign language interpreters, written materials in large print, audio, electronic, or other formats, or letters in other languages. Or, you can ask for an interpreter. To ask for help, please call **1-800-504-9660**, TTY **711**. Representatives are available 7 a.m. – 7 p.m. CT, Monday – Friday.

<b>Spanish:</b>	<b>Español</b>
Para recibir ayuda para traducir o comprender esto, llame al 1-800-504-9660, TTY 711.	
<b>Hmong:</b>	<b>Hmoob</b>
Xav tau kev pab txais lus los yog pab qhia kom nkag siab txog qhov no, hu rau 1-800-504-9660, TTY 711.	
<b>Traditional Chinese:</b>	<b>繁體中文</b>
如需協助翻譯或瞭解此內容，請致電 1-800-504-9660，聽障專線 (TTY) 711。	
<b>Simplified Chinese:</b>	<b>简体中文</b>
如需协助翻译或了解此内容，请致电 1-800-504-9660，听障专线 (TTY) 711。	
<b>Somali:</b>	<b>Soomaali</b>
Wixii caawin ah ee lagu turjumayo ama lagu fahmayo midaan, fadlan soo wac 1-800-504-9660, TTY 711.	
<b>Laotian:</b>	<b>ພາສາລາວ</b>
ສໍາລັບການຊ່ວຍເຫຼືອໃນການແປພາສາຫຼືທໍາຄວາມເຂົ້າໃຈ, ກະລຸນາໂທໄປທີ່ເບີ 1-800-504-9660, TTY 711.	
<b>Russian:</b>	<b>Русский</b>
За помощью с переводом или разъяснением текста звоните по телефону 1-800-504-9660, телетайп 711.	
<b>Burmese:</b>	<b>ဗမာ</b>
ဤအရာကို ဘာသာပြန်ရန် သို့မဟုတ် နားလည်နိုင်ရန်အတွက် အကူအညီလိုအပ်ပါက 1-800-504-9660၊ TTY 711 သို့ ဖုန်းခေါ်ပေးပါ။	