



# HealthTALK

SPRING 2019



## Did you know?

According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving.



## The right care.

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service, as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.

**Questions?** You can talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Just call **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., toll-free.

UnitedHealthcare Community Plan  
P.O. Box 2960  
Honolulu, HI 96802




# Know your prescription benefits.

## Find out more online.

Visit our website to learn about your prescription benefits. It includes information on:


- 1. What medications are covered.** There is a list of covered medications. You may need to use a generic medication in place of a brand-name medication.
- 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 prescriptions by mail.
- 3. Rules that may apply.** Some prescriptions may only be covered in certain cases. For example, you might need to try a different medication first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a medication. (This is called prior authorization.) There may also be limits to the amount you can get of certain prescriptions.
- 4. Any costs to you.** You do not have copayments for prescriptions.

 **Look it up.** Find information on your prescription benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m.

## By the book.

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 medication 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](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., to request a free copy of the handbook.



## 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 have. Here's how you can take charge of your health care:

- 1. Think about what you want to get out of the visit before you go.** Try to focus on the top 3 things you need help with.
- 2. Tell your provider about any prescriptions or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself with you.
- 3. Tell your provider about other providers you may be seeing.** Include behavioral health providers. Mention any medications or treatment they have prescribed for you. Also bring copies of results of any tests you have had.

## Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.



**Learn more.** Want more information on our health equity programs? Visit [uhc.com/about-us/health-equity](https://uhc.com/about-us/health-equity).

You may also call Member Services toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., for more information.



## We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call **1-888-980-8728, TTY 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

영어가 아닌 다른 언어를 구사하시는 경우, 무료로 언어 지원 서비스를 이용하실 수 있습니다. 다른 언어나 큰 글자로 제작된 안내 정보를 보내드릴 수 있습니다. 통역가를 요청하실 수 있습니다. 도움을 요청하시려면, 무료 전화 번호인 **1-888-980-8728, TTY 711** 번으로 전화해 주십시오. 주7일 24시간 내내 음성사서함을 이용하실 수 있습니다.

No agsasaoka iti sabali a lengguahe a saan nga English, adda dagiti para kenka a serbisio a tulong maipapan iti lengguahe nga awan bayadna. Mabalnmi nga ipatulod dagiti impormasion kenka iti sabali a lengguahe wenno dadakkel ti printana. Mabalinka agkiddaw iti para-ipatarus. Tapno agkiddaw iti tulong, maidawat a tawagan ti **1-888-980-8728, TTY 711**, toll-free. Dagiti Voicemail ket addada iti 24 oras tunggal aldaw, 7 nga aldaw tunggal lawas.

如果您不會講英文，可安排向您提供免費的語言協助服務。我們可用其他語言或大字格式向您發送訊息。您可要求口譯員。如要求助，請免費致電 **1-888-980-8728**，打字電話 **711**。每週7天、每天24小時均可語音留言。

Nếu quý vị nói một ngôn ngữ không phải là tiếng Anh thì chúng tôi có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Chúng tôi có thể gửi thông tin cho quý vị bằng ngôn ngữ khác hay in chữ to. Quý vị có thể yêu cầu một thông dịch viên. Để yêu cầu giúp đỡ, xin gọi số miễn phí **1-888-980-8728, TTY 711**. Thư thoại để nhận tin có sẵn 24 giờ một ngày, 7 ngày một tuần.

Kung nagsasalita ka ng wikang hindi Ingles, may maaari kang kuning mga libheng serbisyo ng tulong sa wika. Makapagpadala kami sa iyo ng impormasyong nasa ibang wika o nasa malaking print. Maaari kang humiling ng interpreter. Para humingi ng tulong, mangyaring tumawag sa **1-888-980-8728, TTY 711** nang toll-free. Magagamit ang voicemail 24 na oras sa isang araw, 7 araw sa isang linggo.





## Open wide.

### How to care for your child's teeth.

The UnitedHealthcare Community Plan EPSDT program wants your child to be healthy. The EPSDT program provides a dental exam for your child every 6 months at no charge to you, starting when your child is 6 months old. Take your child to see a dentist when their first tooth comes in (or by age 1 at the latest).

It is important to have healthy teeth and gums. You can help your child develop good dental habits. Make sure they brush their teeth 2 times a day. Help them floss once a day. Your child should have their teeth cleaned at the dentist and receive fluoride treatments every 6 months.

Here are some tips to help you take care of your child's teeth:

- Clean your baby's gums with a wet wash cloth after eating food and drinking milk or juice.
- Do not let your baby sleep with a bottle in their mouth.
- Help your child drink from a straw and cup. Take away bottles when they can use a cup.
- Avoid giving your child candy, snacks and drinks with lots of sugar.
- Ask your dentist or doctor about giving your child fluoride drops or tablets.



**Smile.** Please call your child's dentist to make an appointment. If you need to find a dentist in your area, you may call CCMC Dental Resource toll-free at **1-866-486-8030, TTY 711.**

## Spring is here!

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick-relief inhaler with you.

Follow your doctor's orders for treating other allergy symptoms.



# Your partner in health.

## How to choose the right PCP.


Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

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

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:


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

 **Need a new doctor?** To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the UnitedHealthcare **Health4Me**® app. Or call us toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m.

## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Serious mental illness.
- Complex health problems.
- Other special needs.

 **How can we help?** Take a Health Assessment by calling Member Services toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m. This short survey will help find programs that are right for you.




# Ask Dr. Health E. Hound®

**Q:** When does my child need to see the PCP?

**A:** It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Take your baby for well-child visits at the following ages:

- 3 to 5 days.
- 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- Once a year after 24 months.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health.

 **Beat the rush.** If your child is due for a checkup, call to make an appointment today. Don't wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.



Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.




## Safe and secure.

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. We have rules that tell us how we can 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 use it 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.

 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-888-980-8728, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)**

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-888-980-8728, TTY 711**

**Hāpai Mālama:** Get support throughout your pregnancy (toll-free).

**1-888-980-8728, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.

**[KidsHealth.org](http://KidsHealth.org)**

### **National Domestic Violence**

**Hotline:** Get support, resources and advice 24 hours a day, 7 days a week (toll-free).

**1-800-799-SAFE, TTY 1-800-787-3224**  
**[thehotline.org](http://thehotline.org)**

### **Want to receive information**

**electronically?** Call Member Services and give us your email address (toll-free).

**1-888-980-8728, TTY 711**

# Top quality.

## Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.



**Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-980-8728, TTY 711**, Monday-Friday, 7:45 a.m.-4:30 p.m.





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

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

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan 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, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare  
Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call <b>1-888-980-8728</b> to tell us which language you speak. (TTY: <b>711</b> ).
(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 <b>1-888-980-8728</b> , 我們會提供免費翻譯服務 (TTY: <b>711</b> ).
(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori <b>1-888-980-8728</b> omw kopwe ureni kich meni kapas ka ani. (TTY: <b>711</b> ).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le <b>1-888-980-8728</b> pour nous indiquer quelle langue vous parlez. (TTY: <b>711</b> ).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter <b>1-888-980-8728</b> und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: <b>711</b> ).
(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona <b>1-888-980-8728</b> `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: <b>711</b> ).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti <b>1-888-980-8728</b> tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: <b>711</b> ).
(Japanese) 貴方は、他の言語に、助けを必要としていますか？ 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 <b>1-888-980-8728</b> に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: <b>711</b> ).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. <b>1-888-980-8728</b> 로 전화해서 사용하는 언어를 알려주십시오 (TTY: <b>711</b> ).
(Mandarin) 您需要其它语言吗? 如有需要, 请致电 <b>1-888-980-8728</b> , 我们会提供免费翻译服务 (TTY: <b>711</b> ).
(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok <b>1-888-980-8728</b> im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: <b>711</b> ).
(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea <b>1-888-980-8728</b> pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: <b>711</b> ).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al <b>1-888-980-8728</b> y díganos que idioma habla. (TTY: <b>711</b> ).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa <b>1-888-980-8728</b> para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: <b>711</b> ).
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he <b>1-888-980-8728</b> 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: <b>711</b> ).
(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi <b>1-888-980-8728</b> nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: <b>711</b> ).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa <b>1-888-980-8728</b> aron magpahibalo kung unsa ang imong sinulti-han. (TTY: <b>711</b> ).