



# HealthTALK

SPRING 2019 | ¡VOLTEE PARA ESPAÑOL!



## Register online!

You can get important information about your health plan anytime at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to register today and start getting more from your benefits.

WWW...




## 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 **1-800-641-1902, TTY 711**, toll-free.



UnitedHealthcare Community Plan  
2717 North 118th Street, Ste. 300  
Omaha, NE 68164

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

## 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 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](https://myuhc.com/CommunityPlan)**.

Or call Member Services toll-free at **1-800-641-1902, TTY 711**, to request a copy of the handbook.



**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 **1-800-641-1902, TTY 711**.

# Is my medicine covered?

## Know your drug benefits.

Your plan covers a long list of medicines or prescription drugs. There are no copays for medicines that are covered on the preferred drug list (PDL) or formulary. Medicare and other insurance copays may apply. The PDL is a subset of all drugs covered under the plan. Your doctor uses these lists to make sure the medicines you need are covered.

Medicare and other insurance copays may apply. If you are asked to pay for your medicines or copays, call Member Services at **1-800-641-1902, TTY 711**. They can work with you to find out why. Some reasons you may be asked to pay for all or part of your medicine are:

- You have a primary insurance coverage other than your UnitedHealthcare Heritage Health plan. Always make sure you give the pharmacy all of your insurance cards.
- You try to refill too soon. Sometimes an early refill is allowed.
- You are using a pharmacy that is out of network. You must use an in-network pharmacy.



- Your medication is not a preferred PDL drug. You will need to work with your doctor to select a preferred PDL drug. You may need to use a generic drug in place of a brand-name drug.
- Your medication may require a prior authorization. Your doctor can work directly with UnitedHealthcare.
- You just became eligible, or had a change to your eligibility status.
- You just joined UnitedHealthcare from a different plan.

It is important to understand what over-the-counter products are covered by the health plan. In 2019, changes were made to the list of covered over-the-counter products. You can find both the PDL and the formulary list online at **myuhc.com/CommunityPlan**. You can search for a medicine name on the website.



**Look it up.** Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at **1-800-641-1902, TTY 711**.



## 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 drugs 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.





## Resource corner.

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

**1-800-641-1902, TTY 711**

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

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)  
Health4Me®**

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

**1-877-543-4293, TTY 711**

**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).

**1-800-641-1902, 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 adolescents who received yearly checkups. We sent members information about how important it is for their teens to see their doctor every year for vaccines and screenings. We found that overall in 2018 more teens did get these services.

We want to improve in more areas this year. We want more children to 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 **1-800-641-1902, TTY 711.**



## 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.
- Complex health problems.
- Serious mental illness.
- Other special needs.



**How can we help?** Take a Health Assessment at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or take it over the phone by calling Member Services toll-free at **1-800-641-1902, TTY 711.** This short survey will help find programs that are right for you.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, religion or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, religion 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 can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

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 **1-800-641-1902, TTY 711**, Monday – Friday, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-641-1902, TTY 711**, Monday – Friday, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad, religión o origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad, religión o origen nacional, puede enviar una queja a:

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

Puede enviar una queja en cualquier momento. Reconoceremos su queja por escrito dentro de los diez (10) días calendario después de recibirla. Se le enviará a usted una decisión a más tardar 90 días calendario a partir de la recepción de su queja.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**

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

Formas para las quejas se encuentran disponibles en:

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

**Teléfono:**

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

**Correo:**

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

Si necesita ayuda para presentar su queja, por favor llame a Servicios para Miembros al **1-800-641-1902, TTY 711**, de lunes a viernes, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros al **1-800-641-1902, TTY 711**, de lunes a viernes, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).