



C. Farrell of UHG

WINTER 2020



Did you know?

According to the Centers for Disease Control and Prevention, more than 1 million people in the United States had HIV at the end of 2016. Of those people, about 14 percent did not know they had it.



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A healthy start.

Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).

All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.



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Need a new PCP? We can help you find a provider who is a good fit for you. Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-888-980-8728, TTY 711.**

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

Service coordination.

Our Service Coordinators can help you get care to manage your disease or medical condition. They are experienced nurses and social workers. They understand your medical issues. They work with you and your providers to help you get the care you need.

Our Service Coordinators can help you:

- Find a primary care provider (PCP), specialist or urgent care facility.
- Make appointments.
- Arrange for medical supplies and home health care, if needed.
- Learn how to take care of yourself.
- Find community resources and support.
- Give you information and resources to quit smoking.
- Help you get information translated into a language you understand.



We're here to help. If you want to know more about Service Coordination, call Member Services toll-free at **1-888-980-8728, TTY 711.**

Coping with COPD.

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. COPD makes it hard to breathe. It is the third leading cause of death in the United States.

Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year.** Ask your doctor if you should also get the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.



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Abuse of power.

Elder abuse is the mistreatment of an elderly person. Disabled people may also suffer the same kind of abuse. Abuse can be physical, emotional or sexual. It can also involve neglect or abandonment. Some abusers steal from their victims. It can happen at home or at a care facility. An abuser can be a loved one or someone who is paid to provide care for the victim.

If you care for an elderly or disabled person, be aware of the signs of abuse. They include:

- Bruises or other injuries.
- Change in emotional state.
- Sudden change in financial situation.
- Bedsores, weight loss or poor hygiene.



Get help. If you or a loved one is being abused, report it. Help is available. Call the national Eldercare Locator at **1-800-677-1116, TTY 711**. Or learn more about elder abuse at ncea.acl.gov.

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Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/ pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit

myuhc.com/CommunityPlan or call Member Services toll-free at **1-888-980-8728, TTY 711**.



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Prostate problems.

An important screening for men.

Prostate problems are common in men over 50 years of age. Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men.

When diagnosed early, prostate cancer can usually be cured. That is why it is so important for men over 50 to have a prostate exam and to discuss PSA screening with their doctor. African American men and men whose father, brother or son had prostate cancer should consider getting tested starting at age 40. Ask your doctor if prostate cancer screening is right for you.

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: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-980-8728, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
1-800-227-2345, TTY 711
quitnow.net

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

Want to receive information electronically?
Call Member Services and give us your email address (toll-free).
1-888-980-8728, TTY 711

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Get screened. If you have a family history of prostate cancer, talk to your doctor about making a screening plan. Need to find a doctor? We can help. Call Member Services toll-free at **1-888-980-8728, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan**.



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Electronic Visit Verification

November 2019

Dear Medicaid Member,

Soon the State of Hawai'i will start using a new tool called **Electronic Visit Verification (EVV)** to meet the new federal requirements. If you receive certain home health, personal assistance or nursing services, EVV will verify when your caregiver begins and ends these services. This will help Medicaid make sure your caregivers are paid for the services you receive.

EVV is free to you and your caregiver(s).

EVV will apply to Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy, Social Work, Personal Assistance Level I (PA1), Personal Assistance Level II (PA2), Attendant Care, Respite, Nursing – Private Duty, Nursing – Respite, and Nursing – Attendant Care.

Most of your caregivers, from the provider agencies or that you hire in the self-directed program, will use an EVV application on their smartphone.

- Your caregiver(s) will use the EVV application to check-in when they arrive at the start of services.
- Your caregiver(s) will use the EVV application to check-out at the completion of your services.
- The EVV application will be used for services both inside and outside of your home.

More information will be sent about other ways to record the start and stop of your caregiver's services, when a smartphone cannot be used for EVV.

For more information, please visit www.medquest.hawaii.gov/EVV to read Frequently Asked Questions.

If you have questions about EVV, please email EVV-MQD@dhs.hawaii.gov or you can talk to your service coordinator.

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

- Race
- Disability
- Age
- National Origin
- Color
- 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 1-888-980-8728 to tell us which language you speak. (TTY: 711).
(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 1-888-980-8728 , 我們會提供免費翻譯服務 (TTY: 711).
(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-888-980-8728 omw kopwe ureni kich meni kapas ka ani. (TTY: 711).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-888-980-8728 pour nous indiquer quelle langue vous parlez. (TTY: 711).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-888-980-8728 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 711).
(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 1-888-980-8728 `oe ia la kua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-888-980-8728 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711).
(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、 1-888-980-8728 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: 711).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-888-980-8728 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711).
(Mandarin) 您需要其它语言吗? 如有需要, 请致电 1-888-980-8728 , 我们会提供免费翻译服务 (TTY: 711).
(Marshalllese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-888-980-8728 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711).
(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 1-888-980-8728 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 711).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-888-980-8728 y díganos que idioma habla. (TTY: 711).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-888-980-8728 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 711).
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-888-980-8728 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 711).
(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 1-888-980-8728 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-888-980-8728 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 711).