



# HealthTalk

Your journey to better health



## Do you know what drugs are covered under your health plan?

See page 2 for details about your prescription drug benefits.

## Plan benefits

## Caring for you

### Get the care you need, when you need it

The following services are available to you as a plan member:

- If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- Many plans offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in most states.

Learn more about your benefits and services. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan) or use the UnitedHealthcare app.

## Plan benefits

# We care

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 can 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 doctor 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.

You can find more information at **myuhc.com**. There you can learn more about the benefits, programs, and services offered to you. If you want to make a referral to our care management program, call Member Services at the phone number on page 9.

## Plan benefits

# Know your drug benefits

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

1. What drugs are covered. There is a list of covered drugs. You may need to use a generic drug in place of a brand name drug.
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 drugs by mail.
3. Rules that may apply. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
4. Any costs to you. You may have copayments for prescriptions



### Look it up

Find information on your drug benefits at **myuhc.com/communityplan**.

Or call Member Services toll-free at the phone number on page 9.



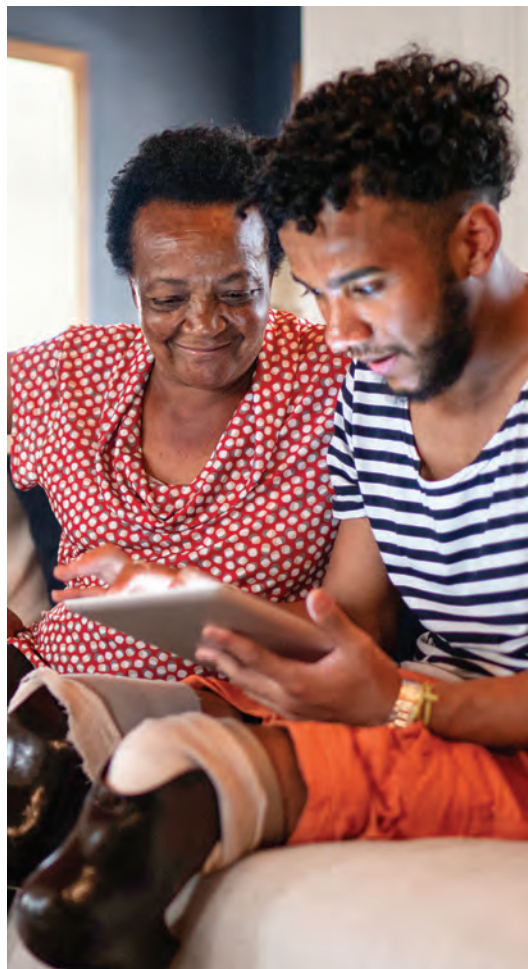
## Top Quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we set goals and measure how we are doing.

Some of our goals focus on improving the number of services pregnant members and children receive. These include post-partum visits, well check-ups, and immunizations. Other goals focus on making sure people with certain diseases, such as diabetes, get the tests they need. Sometimes a member needs to go to the hospital or emergency room for a mental health issue. When this happens, our goal is that they see a mental health professional after they go home.

We also survey our members each year. We want to see how they feel our health plan is performing. We use this feedback to improve the services that we offer, including our provider network and customer service. This year we are working on improving member's digital experience.

Want more information on our Quality Improvement program and results? Call Member Services toll-free at the phone number on page 9.



## Utilization management

### 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. They decide if the care and services are correct. The services must be covered under 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. A denial notice will tell you how to appeal.

Questions? 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. Call Member Services toll-free at the number on page 9.

Care guidelines

# Top care

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They inform the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise, and recommended vaccines.



## Learn more

For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

# 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](http://myuhc.com). Or call Member Services toll-free at the phone number on page 9 to request a printed copy of the handbook at no cost.

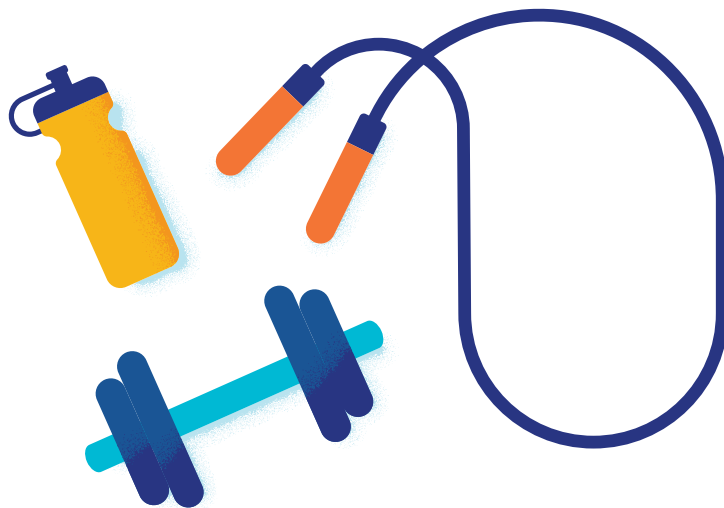


# Alternatives to opioids

Dealing with pain is not easy. You may be prescribed medication. It can help you manage your pain. This may include over-the-counter drugs. Or they may be prescription pain killers, such as opioids. However, you may want to consider other options beyond medication. Here are some examples of other ways you can manage pain.

**Mind-body techniques.** These may include activities like meditation, mindfulness or breathing exercises. Pain often has a mental aspect. These techniques can help with that. Studies have shown that meditation can change how your brain processes pain.

**Exercise.** Exercise has a number of health benefits, including pain management. Walking, swimming, or stretching can be good options. Being inactive can contribute to pain. Exercise works against that. You can do exercise with mindfulness through activities like yoga or chair yoga.



## Utilization management

# Are you free of HIV?

## Get tested during pregnancy to be sure

Without treatment, 1 out of 4 pregnant people with HIV will give it to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well. HIV treatment lowers the amount of HIV in the body. Treatment during pregnancy has 2 goals:

1. To protect your own health
2. To help prevent passing HIV to your baby

It's also important for women with HIV not to breastfeed their babies. This can help protect the babies from getting HIV. Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



**Planning to get pregnant?** Make sure you get tested for HIV. If testing is positive, counseling and treatment are available. Need a women's health care provider? Visit [myuhc.com/communityplan](https://myuhc.com/communityplan)

## Suicide & Crisis Lifeline

# 3 digits could save a life

### Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.<sup>1</sup> Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

#### Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the **988** Suicide & Crisis Lifeline for support from a trained crisis counselor.

<sup>1</sup>Source: Centers for Disease Control and Prevention (CDC).

## Support services



# Peer & Family Support

Peer Support and Family Support services are available to members and their families. These services are for people who may want more support than community-based groups can provide.

Trained Peer Support Specialists and Family Support Partners are there to help. They understand what you are facing because they have been where you are.

- Support you with your needs and goals
- Support through feelings of isolation
- Connecting you to support and resources in the community
- Helping you to work with other health care providers
- Supporting you with service barriers
- Helping you with behavioral health challenges using:
  - Support groups
  - Coaching
  - Role modeling
  - Mentoring



To connect with peer or family support services, members and families can contact UnitedHealthcare's Office of Individual and Family affairs at **Advocate.OIFA@UHC.com**.



## 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 9.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas que no sea inglés o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 9.

Chúng tôi cung cấp các dịch vụ miễn phí để giúp quý vị giao tiếp với chúng tôi. Chúng tôi có thể gửi cho quý vị thông tin bằng các ngôn ngữ khác tiếng Anh hoặc dưới bản in cỡ lớn. Quý vị có thể yêu cầu một thông dịch viên. Để xin hỗ trợ, hãy gọi Dịch vụ Hội viên theo số trang 9.

نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ يمكننا أن نرسل لك المعلومات بلغات أخرى غير اللغة الإنجليزية أو بحروف كبيرة. يمكنك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، يُرجى الاتصال بقسم خدمات الأعضاء على رقم الهاتف الموجود في الصفحة 9.

我们提供免费服务，以帮助您与我们沟通。我们可以为您提供非英语或大字体的信息。您可以要求提供口译服务。如需帮助，请致电第 9 页上的会员服务电话

خدمات رایگانی برای تسهیل ارتباط با ما ارائه می شود. ما می توانیم اطلاعات را به زبان های غیر از انگلیسی یا با چاپ بزرگ برای شما ارسال کنیم. می توانید از ما مترجم شفاهی درخواست کنید. برای درخواست کمک، لطفاً با خدمات اعضا در شماره تلفن صفحه 9 تماس بگیرید.

# 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, 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 in meeting your health care needs. Examples of how we may use it to improve the services we provide include:

- 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 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/privacy](https://uhc.com/privacy).  
To learn more information on our health equity program visit [uhccommunityandstate.com/healthequity](https://uhccommunityandstate.com/healthequity).



# Your privacy

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 throughout our business. We have rules and technology that 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 check to make sure we use PHI and FI 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

You may read of privacy policy in your Member Handbook. It's online at **myuhc.com/communityplan**. You may also call Member Services toll-free at the phone number on page 9 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## Member resources

# We're here to help

**Member Services: 1-800-348-4058, TTY 711**  
Get help with your questions and concerns (toll-free).

**Our website: myuhc.com/communityplan**  
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.

**UnitedHealthcare app: Download on the App Store® or Google Play™**  
Access your health plan information on-the-go.

**NurseLine: 1-877-440-0255, TTY 711**  
Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

**Arizona Smoker's Helpline (ASHLine): 1-800-556-6222 | ashline.org**  
Get help quitting smoking (toll-free).

**Transportation: 1-888-889-0358, TTY/TDD 711**  
If you need help with a ride to an appointment, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well (toll-free).

### Care Management:

**1-800-348-4058, TTY 711**

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

**Suicide & Crisis Lifeline:** Call or text **988**

Chat: **[chat.988lifeline.org/](https://chat.988lifeline.org/)**

Deaf/HoH: **[988lifeline.org/deaf-hard-of-hearing-hearing-loss/](https://988lifeline.org/deaf-hard-of-hearing-hearing-loss/)**

**Crisis Lines for Help With Mental Health:**

**1-844-534-HOPE (4673), TTY 711**

**Office of Individual and Family Affairs**

**(OIFA): 1-800-348-4058, TTY 711**

We're here to help. Call Member Services and ask to speak with OIFA.

### Assurance Wireless:

**[assurancewireless.com/buhc](https://assurancewireless.com/buhc)**

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for a minimal fee.

### Self Care by AbleTo: **[ableto.com/begin](https://ableto.com/begin)**

Ease stress and boost your mood with this Self Care app that gives you emotional health tools.

### Community Resources:

**[uhc.care/HTCommConnector](https://uhc.care/HTCommConnector)**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

### Arizona Community Resource Guide:

**[uhc.care/AZ\\_AHCCCS\\_Resource\\_Guide](https://uhc.care/AZ_AHCCCS_Resource_Guide)**

We're committed to helping our community live healthier lives. The UnitedHealthcare Community Resource Guide can help you find the resources and support you need.

## **Notice of nondiscrimination, and Notice of availability of language assistance services and alternate formats**

Our Company complies with applicable civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UT 84130

**UHC\_Civil\_Rights@uhc.com**

If you need help filing a complaint, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

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

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

Phone: **1-800-368-1019, 800-537-7697** (TDD)

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

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

This notice is available at **<https://www.uhc.com/legal>**.

**1-800-348-4058, TTY 711**

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

**Spanish:** ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al número de teléfono gratuito que se indica arriba.

**Navajo:** BAA'ÁKONÍNÍZIN: Diné saad bee yánilti'go, saad bee áka'e'eyeed bee áka'aná'awo', doo bą́ąh alínígóó, bee ná ą́ą'át'é. Hodahgo t'áá jíík'eh béesh bee hane'í biká'ígíí bee hodíilnih.

**Apache:** ATTENTION: Nṇēēk'ehgo yádałti'yúgo, nohwich'į' odahiłnii doleeł. Ádį doo nahiłnįł da doleeł. Call ádagote' ádałtįyúgo, toll-free numberhí hadagee dahgoz'āā.

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

**Vietnamese:** 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.

**Arabic:** تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجانًا. اتصل بالرقم المجاني أعلاه.

**Tagalog:** PANSININ: Kung nagsasalita ka ng Tagalog, may magagamit kang libreng mga serbisyong pantulong sa wika. Tawagan nang libre ang numero sa itaas.

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

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

**German:** HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben aufgeführte kostenfreie Nummer an.

**Russian:** ВНИМАНИЕ! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

**Japanese:** 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。

**Croatian:** POZOR: Ako govorite hrvatski jezik, usluge jezične podrške dostupne su Vam bez naknade. Nazovite gore navedeni besplatni broj telefona.

[illegible]

**Farsi:** توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با شماره رایگان بالا تماس بگیرید.

**Thai:** โปรดทราบ: หากคุณพูดภาษาไทยเรามีบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ โปรดโทรติดต่อหมายเลขโทรฟรีด้านล่าง