



# HealthTalk

Your journey to better health



## 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 7.

## 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 case management program, call Member Services at the phone number on page 7.

## 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. Prescription drugs are medicine your provider orders (“prescribes”) for you. Usually, UnitedHealthcare Community Plan will cover (“pay for”) your drugs if your primary care provider (PCP) or another provider writes you a prescription and your prescription is on the preferred drug list. If you are new to UnitedHealthcare Community Plan, you can keep getting the drugs you are already taking for a minimum of 30 days. If a prescription you need is not on the preferred drug list, you can still get it if it is medically necessary.



### 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 7.

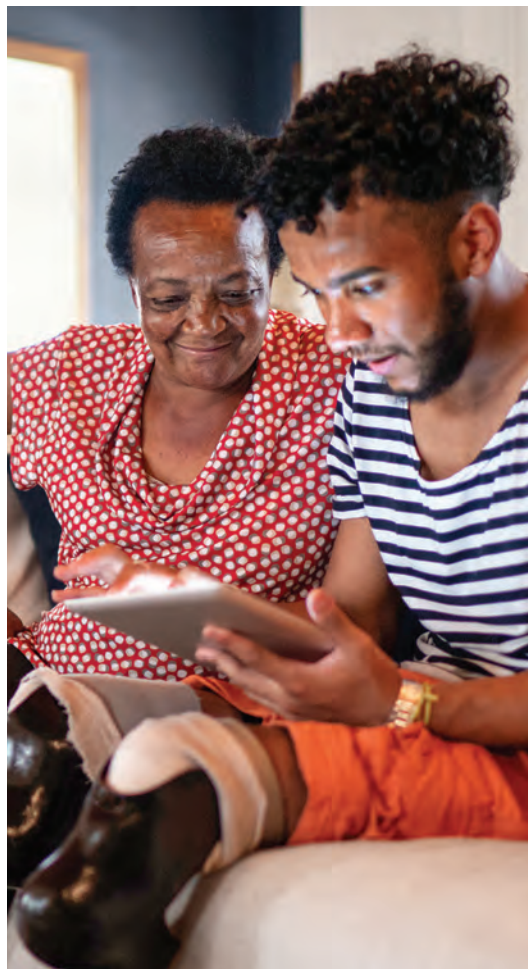
## Top Quality

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 7.



## 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 7.

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 7 to request a printed copy of the handbook.



# 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 7.

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 7.

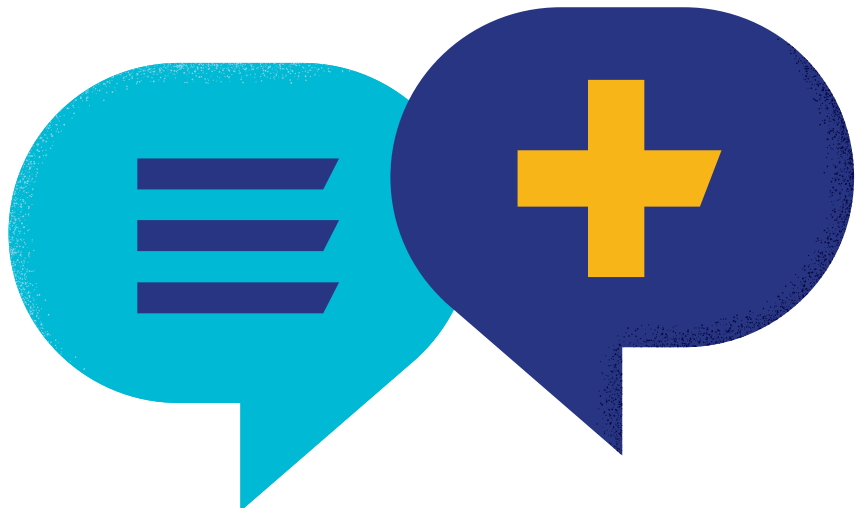
نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ يمكننا أن نرسل لك المعلومات بلغات أخرى غير اللغة الإنجليزية أو بحروف كبيرة. يمكنك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، يُرجى الاتصال بقسم خدمات الأعضاء على رقم الهاتف الموجود في الصفحة 7.

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

ከእኛ ጋር ለመግባባት እንዲረዳዎ ነፃ አገልግሎቶች እንሰጣለን። ከእንግሊዝኛ ውጭ ባሉ ቋንቋዎች ወይም በትላልቅ ህትመቶች መረጃን ልንልክልዎ እንችላለን። አስተርጓሚ መጠየቅ ይችላሉ። እርዳታ ለመጠየቅ፣ አባክዎን በገጽ 7 ላይ ባለው ስልክ ቁጥር ለአባልነት አገልግሎቶች ይደውሉ።

خدمات رایگانی برای تسهیل ارتباط با ما ارائه می شود. ما می توانیم اطلاعات را به زبان هایی 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 7 تماس بگیرید.

ہم آپ کو ہم سے بات کرنے میں مدد کے لیے مفت خدمات فراہم کرتے ہیں۔ ہم آپ کو انگریزی کے علاوہ زبانوں میں یا بڑے پرنٹ میں معلومات بھیج سکتے ہیں۔ آپ کسی مترجم کی درخواست کر سکتے ہیں۔ مدد طلب کرنے کے لیے، براہ کرم صفحہ 7 پر موجود فون نمبر پر ممبر سروسز کو کال کریں۔





# 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](https://myuhc.com/communityplan)**. You may also call Member Services toll-free at the phone number on page 7 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:

**1-844-752-9434, TTY 711**

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).

### Our website: **[myuhc.com/communityplan](https://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. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

### NurseLine:

**1-800-842-3014, TTY 711**

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

### **UHC Doctor Chat:**

Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**. Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

### **Doula Care:**

Doulas are non-clinical support workers who provide continued emotional, informational and physical support for individuals before, during and after labor. All Virginia Cardinal Care birthing members are eligible for this benefit.

### **Quit For Life:**

**1-866-784-8454, TTY 711 | quitnow.net**  
Get help quitting smoking at no cost to you (toll-free).

### **UnitedHealthcare Community Plan's Transportation Services:**

To schedule a ride, call **1-833-215-3884**, TTY **1-844-488-9724**, 7:00 a.m.–7:00 p.m., Monday–Friday. To check on the status of a scheduled ride, please call Ride Assist at **1-833-215-3885**.

### **Cardinal Care Transportation for Developmental Disability Waiver Services:**

**1-866-386-8331, TTY 1-866-288-3133**  
Dial **711** to reach a TRS operator 24 hours a day, 7 days a week.

### **Care Management:**

**1-844-752-9434, 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).

### **Live and Work Well: liveandworkwell.com**

Find articles, self-care tools, caring providers, and mental health and substance use resources.

### **Assurance Wireless:**

**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 \$20.

### **Healthy First Steps®**

**1-800-599-5985, TTY/PA Relay 711**  
**uhchealthyfirststeps.com**

Get support throughout your pregnancy (toll-free).

### **Go Digital:**

**myuhc.com/communityplan/preference**

Sign up for email, text messages and digital files to receive your health information more quickly.

### **Community Resources:**

**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.

### **Expressable: expressable.com/united**

Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

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

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

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

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

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

Complaint forms are available at:

**<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**

## 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)
- 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 UnitedHealthcare Community Plan at **1-844-752-9434**, TTY **711**, 8 a.m.–8 p.m. ET, Monday–Friday.

## English

ATTENTION: If you do not speak **English**, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711**.

## Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711**.

## Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-844-752-9434, TTY 711** 로 전화하십시오.

## Vietnamese

LƯU Ý: Nếu quý vị nói **Tiếng Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-844-752-9434, TTY 711**.

## Chinese

注意：如果您說**中文(Chinese)**，您可獲得免費語言協助服務。請致電**1-844-752-9434，或聽障專線(TTY)711**。

## Arabic

تنبيه: إذا كنت تتحدث اللغة العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل بالرقم **1-844-752-9434، الهاتف النصي 711**.

## Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-844-752-9434, TTY 711**.

## Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید خدمات ترجمه به صورت رایگان در اختیارتان قرار میگیرد با **1-844-752-9434 (TTY 711)** تماس بگیرید.

## Amharic

የሚናገሩት ቋንቋ አማርኛ (Amharic) ከሆነ የቋንቋ እርዳታ አገልግሎት ከክፍያ ነጻ አለልዎት። ወደ **1-844-752-9434, TTY 711** ይደውሉ።

## Urdu

توجه فرمائیں: اگر آپ کی زبان اردو (Urdu) ہے تو آپ کے لیے لسانی خدمات مفت دستیاب ہیں۔ **1-844-752-9434 (TTY 711)** پر کال کریں۔

## French

ATTENTION: Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-844-752-9434, TTY 711**.

## Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-844-752-9434, TTY 711**.

## Hindi

ध्यान दे: यदि आप **हिंदी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-844-752-9434, TTY 711**.

## German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Wählen Sie: **1-844-752-9434, TTY 711**.

## Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-844-752-9434, TTY 711** নম্বরে ফোন করুন।

## Kru (Bassa)

TÒ ÌDÙŨ NO MO DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wudu (Kru (Bassa))**-dù kò-kò po-nyò bẹ̀ bìi nō à gbo bó pídyi. M dyi gbo-kpá-kpá mó ín, dá nc bà nìà kẹ: **1-844-752-9434, TTY711**.

## Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dijiri gi. Kpọọ **1-844-752-9434, TTY 711**.

## Yoruba

Tí ó bá ń s **Yorùbá (Yoruba)**, ìrànlowọ itum èdè, wà fún ní ọfẹ. Pe **1-844-752-9434, TTY 711**.

## Telegu

గమనిక: మీరు ఆంగము మాట్లల డకంటే, భాషా సహాయ సేవలు, ఖర్లు  
లేకండా, మీక లభిస్తా యి. దయచేసి కాల్ చేయండి **1-844-752-9434**,  
**TTY 711**.

## Nepali

ధ्यान दिनुहोस्: तपाईं अङ्ग्रेजी बोलुहुन्न भने, भाषा सहायताका सेवाहरू  
तपाईंका लागि निःशुल्क उपलब्ध छन्। कृपया **1-844-752-9434**,  
**TTY 711**मा फोन गर्नुहोस्।