



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

We want to make sure you get the care you need when you need it.

If you need help getting to your provider's office, our Long Term Care plan offers offer transportation benefits to get you to appointments.

If you need to see a provider right away, we offer care after hours in urgent care centers. This plan offers a NurseLine that you can call anytime 24/7.

To find providers, learn about transportation benefits or look for urgent care center locations, visit **myuhc.com** or use the **UnitedHealthcare app**.



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.



Plan benefits

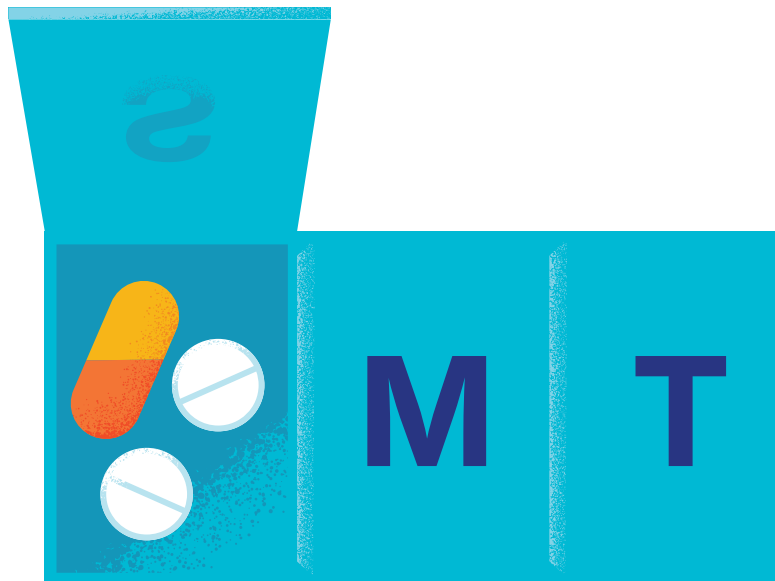
Know your drug benefits

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 1-800-293-3740, TTY 711.





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 **1-800-293-3740**, TTY **711**.



Getting care

Take charge

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 had. 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 that 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.
4. If you were in the hospital or ER, see your provider as soon as possible after your discharge. Share your discharge instructions with them. Proper follow-up may prevent another admission or visit to the ER.



Utilization management

The right care

UnitedHealthcare reviews the care members get. This is called utilization management. All health plans do this. It helps people get the right care, at the right time and in the right place.

Medical directors look at requests for some services. They use guidelines to decide if services can be approved. The service has to be something your plan covers. We do not pay doctors or staff to deny services. We do not pay anyone to give less care.

Members and doctors can appeal a denial. The denial letter will tell them how.



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 **1-800-293-3740**, TTY **711**, toll-free.



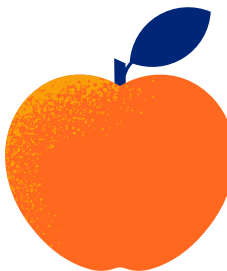
By the book

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, waste and abuse



Get it all. You can read the Member Handbook online at **myuhc.com**. Or call Member Services toll-free at **1-800-293-3740**, TTY **711**, to request a copy of the handbook.



Find a provider who understands you

Your health care experience is better when your provider understands your needs, your culture and the language you prefer. On **myuhc.com**, you can look for providers with the right skills – and, if it matters to you, providers who share your background or speak your language.

Why it matters

Choosing a provider who knows about your health condition(s) helps you get the care you need. Finding someone who understands your culture or language can also make it easier to talk about your health and feel comfortable during visits.

How to search on myuhc.com

1. **Log in** with your member ID and password.
2. Go to **Find Care** and select **Help Me Find Care**.
3. **Search** by name, condition, procedure or browse categories like:
 - Primary care
 - Specialists
 - Behavioral health
 - Facilities
 - Dental
4. **Use filters** to choose providers who speak your language or who have cultural training.
5. **Read provider profiles** to learn about their education, certifications, experience, languages spoken and services.

Helpful tips

- Call the provider’s office to confirm language or cultural details
- If you need an interpreter, ask about **no cost** translation or interpretation services



Your health, your choice. Finding a provider who understands your background and health needs can make your care more comfortable and effective. Visit **myuhc.com** or contact **Member Services** if you need help.





Communication needs

We provide no-cost 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 at the phone number on page 11.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en otro idioma que no sea inglés o en letra grande. También puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 11.

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 11.

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 11.

我们提供免费服务，从而帮助您与我们沟通。我们可以向您寄送非英语语言版本或大字体版信息。您可以要求提供口译服务。如欲要求提供帮助，请致电会员服务部，电话号码列于第11页。

ما خدمات رایگانی را برای کمک به برقراری ارتباط با شما ارائه می می دهیم. ما می توانیم اطلاعات را به زبان های غیر از انگلیسی یا با صورت چاپ درشت برای شما ارسال کنیم. همچنین می توانید درخواست مترجم کنید. برای درخواست کمک، لطفاً با خدمات اعضا از طریق شماره تلفنی که در صفحه 11 ذکر شده است تماس بگیرید.





Mental health



Calm Health

Support your mental health with the Calm Health app. This no-cost app features digital programs designed to help you care for your well-being. Get started by downloading the **UnitedHealthcare® app** and finding Calm Health on the Coverage and Benefits page.



Plan benefits

Top quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better health care 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 postpartum visits, well checkups 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 ER 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 members' digital experience.



Want more information on our Quality Improvement program and results?

Call Member Services toll-free at **1-800-293-3740**, TTY **711**.



What is the AHCCCS Housing and Health Opportunities (H2O) Program?

The H2O Program helps AHCCCS members who have a **Serious Mental Illness (SMI)** designation and are experiencing homelessness or housing instability. It provides short-term housing support and related services – such as rental assistance, security deposits and help with maintaining housing – to improve health and stability.

Who can apply?

You may qualify if you:

- Are an AHCCCS member with an SMI designation
- Are homeless or at risk of losing housing and
- Have a chronic health condition or recent justice involvement

How to apply

Members cannot apply directly. Instead:

Talk to your behavioral health provider or case manager. They will work with the **H2O Program Administrator** to determine eligibility and submit the referral.





How we use and protect your personal language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, sexual orientation, social needs and disability. 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 information about you, visit: uhc.com/privacy and uhc.com/content/dam/uhcdotcom/en/npp/NPP-UHC-CS-Medical-EN.pdf.

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 our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. You may also call Member Services toll-free at **1-800-293-3740**, TTY **711** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Member handbook

Membership, benefits and plan details

Your Member Handbook is updated annually. Find it on myuhc.com/CommunityPlan. It includes our Notice of Privacy Practices and Notice of Non-Discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Want a printed copy?

Call Member Services toll-free at **1-800-293-3740**, TTY **711**, to ask for the Member Handbook to be mailed to you.



Member resources

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/CommunityPlan

Member Services:

Toll-free **1-800-293-3740**, 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. You may also request a Member Handbook or Provider Directory be mailed to you at no cost.

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 **711** (toll-free)

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 3 business days 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.





Member resources

Case Management:

1-800-293-3740, TTY 711

Case managers will help you with any behavioral health, medical or social service needs. You will receive phone calls and home visits. They can provide referrals to community resources. They will also help you develop a person-centered service plan focused on your preferences and strengths.

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

Chat: **chat.988lifeline.org/**

Deaf/HoH: **988lifeline.org/deaf-hard-of-hearing-hearing-loss/**

Crisis Line for Help With Mental Health:

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

Office of Individual and Family Affairs

(OIFA): 1-800-293-3740, TTY 711

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

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3,000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for a minimal fee.

HOPE Inc. Warm Line:

Whether you simply need someone to talk to or are seeking guidance on how to overcome feelings of isolation, this resource is here for you. You can speak with a friendly and compassionate Support Specialist by calling the Warm Line directly at **1-844-733-9912** or **1-520-770-9909**.

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/HTCommResources

Where to turn for help with food, housing and utilities. UnitedHealthcare Community Resources includes programs across the country that provide help with food, housing, paying for utilities and more at reduced or no cost to you. Search to find help in your area.

Arizona Community Resource Guide:

uhc.com/communityplan/assets/plandocuments/linkshealthinformation/AZ-Community-Resource-Guide-LTC.pdf

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

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that, if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact UnitedHealthcare Community Plan, **1-800-348-4058**, TTY **711** (ACC/DD members), ALTCS-EPD members please call **1-800-293-3740**, TTY **711**.

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

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call the toll-free number on your member identification card (TTY **711**).

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/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

Notice of availability of language assistance services and alternate formats

ATTENTION: Language assistance services and communications in other formats, such as large print, are available to you at no cost. Call 1-800-348-4058, TTY 711 (ACC/DD members), ALTCS-EPD members call 1-800-293-3740, TTY 711.

ATENCIÓN: Si habla **español, (Spanish)**, tiene acceso a servicios de asistencia lingüística y a materiales en otros formatos, como letra grande, sin costo. Llame al 1-800-348-4058, TTY 711 (para miembros de ACC/DD); los miembros de ALTCS-EPD deben llamar al 1-800-293-3740, TTY 711.

LƯU Ý: Nếu quý vị nói **tiếng Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi số 1-800-348-4058, TTY 711 (dành cho thành viên ACC/DD), thành viên ALTCS-EPD gọi số 1-800-293-3740, TTY 711.

تنبيه: إذا كنت تتحدث العربية، (Arabic) فتوجد هناك خدمات مساعدة لغوية ورسائل بتنسيقات أخرى، مثل الطباعة بحروف كبيرة بدون تكبدك أي تكلفة. اتصل على الرقم 1-800-348-4058، الهاتف النصي على الرقم 711 (أعضاء ACC/DD)، اتصل على الرقم 1-800-293-3740، الهاتف النصي على الرقم 711 (أعضاء ALTCS-EPD).

注意：如果您說中文，(Traditional Chinese)，則可免費獲得 語言協助服務及其他形式的通訊服務，例如：大字體印刷。請撥打 1-800-348-4058，聽障專線 (TTY)711 (ACC/DD 會員適用), ALTCS-EPD 會員請撥打 1-800-293-3740，聽障專線 (TTY)711

请注意：如果您说中文，(Simplified Chinese)，我们将为您提供免费的语言协助服务,以及其他格式(如大字体)和辅助工具。请拨打 1-800-348-4058, TTY 711(ACC/DD 成员), ALTCS-EPD 成员请拨打 1-800-293-3740, TTY 711

توجه: اگر به فارسی،(Farsi) صحبت نمی‌کنید، خدمات کمکی زبان و مطالب در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با شماره 1-800-348-4058، TTY 711 (اعضای ACC/DD) تماس بگیرید. اعضای ALTCS-EPD با شماره 1-800-293-3740، TTY: 711 تماس بگیرند.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 언어 지원서비스와 다른 형식의 커뮤니케이션(예, 큰 활자체로 된 정보)이 귀하에게 비용 없이 제공됩니다.

1-800-348-4058, TTY 711(ACC/DD 가입자)로 전화하거나, ALTCS-EPD 가입자의 경우 1-800-293-3740, TTY 711로 전화하십시오.

ВНИМАНИЕ: Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Звоните по телефону 1-800-348-4058, TTY 711 (для членов ACC/DD), для членов ALTCS-EPD звоните по телефону 1-800-293-3740, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Soomaali, (Somali)**, adeegyada kaalmada luqadda iyo adeegyada wada-xiriirka oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa iyagoon wax kharash ah kugu fadhin. Wac 1-800-348-4058, TTY 711 (xubnaha ACC/DD), xubnaha ALTCS-EPD ha wacaan 1-800-293-3740, TTY 711

ATTENTION : Si vous parlez **français (French)**, des services d'assistance linguistique et des communications dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition gratuitement. Appelez le 1-800-348-4058, TTY 711, si vous êtes membre ACC/DD ou le 1-800-293-3740, TTY 711, si vous êtes membre ALTCS-EPD.

BIGYAN-PANSIN: Kung nagsasalita ka ng **Filipino, (Filipino)**, ang mga libreng serbisyo na tulong sa wika at komunikasyon sa iba pang mga format, tulad ng malalaking print ay magagamit mo nang walang babayaran. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay maaaring miyembro tumawag sa 1-800-293-3740, TTY 711.

BAA'!KON&N&ZIN: Din4 (Navajo) bizaad bee y1n7[ti'go, saad bee 1ka'e'eyeed bee 1ka'an7da'awo'7 d00 bee ahi[dahane'7 n11n1 [ahgo 1t'4ego hadadilyaa7g77, d77 nitsaago bee ak'4da'ashch7n7 1t'4h7g77, nich'8' doo b33h 7l'7n7g00 n1 dah0l=. Kohj8' h0lne' 1-800-348-4058, TTY 711 (ACC/DD bi[hada'd7t'4h7), ALTCS-EPD bi[hada'd7t'4h7 kohj8' dahodoolnih 1-800-293-3740, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, (**Tagalog**), may makukuha kang walang bayad na mga serbisyong tulong sa wika at mga komunikasyon sa mga ibang anyo, tulad ng malaking print. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay tatawag sa 1-800-293-3740, TTY 711

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, तो भाषा सहायता सेवाएँ और अन्य प्रारूपों में संचार, जैसे कि बड़े प्रिंट, आपके लिए बिना किसी लागत के उपलब्ध हैं। 1-800-348-4058, TTY 711 (ACC/DD सदस्य) पर कॉल करें, ALTCS-EPD सदस्य 1-800-293-3740, TTY 711 पर कॉल करें