



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 plans 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. Many plans also offer Nurse Line that you can call anytime 24/7. Virtual visits are offered in most states. We want you to know these services are available to you as a plan member.

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. 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 **1-844-752-9434**, 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 **1-844-752-9434**, 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 three 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 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? 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 **1-844-752-9434**, TTY **711**, toll-free.



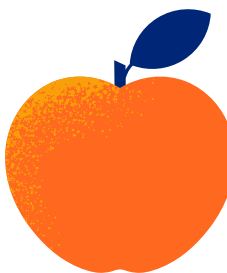
By the book

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 and abuse.



Get it all. You can read the Member Handbook online at myuhc.com. Or call Member Services toll-free at **1-844-752-9434**, TTY **711**, to request a 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 at the phone number on page 9.

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 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.

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.

ከእኛ ጋር ለመግባባት እንዲረዳዎ ነፃ አገልግሎቶች እንሰጣለን። ከእንግሊዝኛ ውጭ ባሉ ቋንቋዎች ወይም በትልቅ ህትመት መረጃን ልንልክልዎ እንችላለን። አስተርጓሚ መጠየቅ ይችላሉ። እርዳታ ለመጠየቅ፣ እባክዎን በገጽ 9 ላይ ባለው ስልክ ቁጥር ለአባልነት አገልግሎቶች ይደውሉ።

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 9 ذکر شده است تماس بگیرید.

ہم سے رابطہ کاری میں مدد کے لیے ہم آپ کو مفت خدمات فراہم کرتے ہیں۔ ہم آپ کو انگریزی کے علاوہ دیگر 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 9 پر موجود فون نمبر پر ممبر سروسز کو کال کریں۔





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. Click here to get started by downloading the **UnitedHealthcare® app** and finding Calm Health on the Coverage & 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 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 members' digital experience.



Want more information on our Quality Improvement program and results?

Call Member Services toll-free at **1-844-752-9434**, TTY **711**.



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: 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 **1-844-752-9434**, TTY **711** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

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 **1-844-752-9434**, TTY **711** to ask for the member handbook to be mailed to you.

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

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:

Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

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.





Member resources

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:

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 711

uhhealthyfirststeps.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/HTCommResources

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.

Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do 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, call the toll-free number on your member identification card (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: Free language assistance services and free communications in other formats, such as large print, are available to you. Call the toll-free number on your member identification card.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación de miembro.

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic)، فتتوافر لك خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بالرقم المجاني المدون على بطاقة تعريف العضو الخاصة بك

请注意: 如果您说中文 (Chinese)，我们将为您提供免费的语言协助服务，以及免费的其他格式（如大字体）通信。请拨打会员身份证上的免费电话号码

توجه: اگر به فارسی (Farsi) صحبت نمی‌کنید، خدمات کمکی زبان رایگان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با شماره رایگان درج شده در پشت کارت شناسایی اعضا تماس بگیرید

ATTENTION: si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez composer le numéro gratuit figurant sur votre carte de membre

মনোযোগ দিন: যদি আপনি **বাংলা (Bengali)** বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা এবং লার্জ প্রিন্টের মতো অন্যান্য ফর্ম্যাটে বিনামূল্যে যোগাযোগ পরিষেবা আপনার জন্য উপলব্ধ রয়েছে। আপনার মেম্বর আইডেন্টিফিকেশন কার্ডে থাকা টোল-ফ্রি নম্বরে কল করুন

ВНИМАНИЕ: Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं और अन्य प्रारूपों में मुफ्त संचार, जैसे बड़े प्रिंट, आपके लिए उपलब्ध हैं। अपने सदस्य पहचान पत्र पर दिए गए टोल-फ्री नंबर पर कॉल करें

참고: 귀하가 **한국어 (Korean)** 을 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다. 가입자 식별 카드에 기재된 무료 전화번호로 전화하십시오.

ማሳሰቢያ: አማርኛ የሚናገሩ (Amharic) ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና እንደ ትልቅ ህትመት ያሉ በሌሎች ቅርጾች የሚቀርቡ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ይገኛሉ። በአባልነት መታወቂያ ካርድዎ ላይ ባለው ነፃ የስልክ ቁጥር ይደውሉ።

ध्यान दिनुहोस: तपाईं नेपाली (Nepali) बोलुहुन्छ भने, ठूलो अक्षर जस्ता अन्य ढाँचाहरूमा निःशुल्क भाषा सहायता सेवाहरू र निःशुल्क सञ्चार सेवाहरू तपाईंको लागि उपलब्ध छन्। कृपया तपाईंको सदस्यता परिचय कार्डमा भएको टोल-फ्री नम्बरमा फोन गर्नुहोस्।

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang libreng numero sa iyong kard ng pagkakakilanlan bilang miyembro

గమనిక: ఒకవేళ మీరు తెలుగు (Telugu) మాట్లాడుతుంటే, ఉచిత భాషా సహాయక సేవలు అలాగే పెద్ద ప్రింట్ వంటి వేరే ఫార్మాట్‌లలో ఉచిత కమ్యూనికేషన్స్ మీకు అందుబాటులో ఉంటాయి. మీ సభ్యత్వ గుర్తింపు కార్డులో ఉన్న టోల్-ఫ్రీ నెంబర్‌కి కాల్ చేయండి

توجه فرمائیں: اگر آپ اردو (Urdu) بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات اور دیگر فارمیٹس میں مفت مواصلات، جیسے بڑے پرنٹ، دستیاب ہیں۔ اپنے ممبر شناختی کارڈ پر ٹول فری نمبر پر کال کریں

CHÚ Y: 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. Vui lòng gọi số miễn cước trên thẻ nhận dạng hội viên của quý vị

FIIRO GAARAH: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Wac lambarka bilaashka lagu waco ee ku yaala kaarkaaga aqoonsiga xubinnimo