



Health Talk



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**United
Healthcare®**
Community Plan



Protect your health

For the latest information on the COVID-19 vaccine, visit uhccommunityplan.com/covid-19/vaccine.

We care

We give our providers tools, so they can best care for our members.

These tools are called clinical practice guidelines. They inform providers about best practices 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. To see the guidelines, visit uhcprovider.com/cpg.



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Healthy routine

Tips for a healthier day

Living a healthy life is not always easy. Big changes in your diet or activity can be difficult to stick to in the long term. Studies show that making small changes to your daily routine can help. Slowly adding healthy actions to your day makes it more likely you will keep doing them.

Looking for ideas? Here are 3 small steps you can take to make your daily routine healthier:

- 1. Take the long way.** Do you regularly use an elevator? Take the stairs instead. Or park in a far spot when you go to work or run errands. This extra exercise adds up.
- 2. Try a soda alternative.** Soda contains a lot of sugar. Studies suggest diet sodas can cause cravings. Sparkling water without artificial sweeteners can scratch the soda itch. Another tasty option is fruit-infused water.
- 3. Don't skip breakfast.** According to the Cleveland Clinic, a healthy breakfast helps fuel your body for the day, improves heart health, lowers diabetes risk and reduces brain fog. Oatmeal, a whole-grain breakfast wrap and cottage cheese with fruit or nuts are all healthy breakfast options. Make what works best with your busy schedule.



Take care. It's important to make time to take care of yourself. Visit healthtalkselfcare.myuhc.com to

download a self-care BINGO card. Do a different self-care activity each day until you score BINGO.



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Are you getting enough sleep?

There are many things you can do to try to live a healthier life. Getting enough sleep is one of them. According to the Centers for Disease Control and Prevention (CDC), lack of sleep is linked to some chronic conditions, including:

- Depression
- Heart disease
- Obesity
- Type 2 diabetes

If you have trouble falling asleep at night, here are 3 tips for getting a good night's rest:

- 1.** Go to bed and get up at the same time each day
- 2.** Be active during the day, so you feel tired at night
- 3.** Keep TVs, laptops, tablets and phones out of the bedroom

Learn more about good sleep habits at cdc.gov/sleep.

By the numbers

- Kids ages 6 to 12 need 9 to 12 hours of sleep a night
- Teens ages 13 to 18 need 8 to 10 hours of sleep a night
- Adults need at least 7 hours of sleep a night

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Know your drug benefits

Visit myuhc.com/communityplan/pharmaciesandrx to learn about your prescription drug benefits. It includes information on:

- 1. Which 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 may need to try a different drug first. (This is called step therapy.) Or you may 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 about your drug benefits at myuhc.com/communityplan/pharmaciesandrx. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



Stay well

Programs to help manage your health

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 programs. They may 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 provider 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 about our programs and services at myuhc.com/communityplan/healthwellness.

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

- Address and phone number
- Languages they speak
- Qualifications
- Medical school or residency (available by phone only)
- Specialty
- Board certification

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.



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To find a new provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.

Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 6 of this newsletter.

The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them. Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical practice guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying services or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter. TDD/TTY services and language assistance are available if you need them.



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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 get. Here are 4 ways you can take charge of your health care:

- 1. Think about what you want to get out of the visit before you go.** Focus on the top 3 things 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 actual medicines. Mention who prescribed them for you.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
- 4. If you were in the hospital or emergency room (ER), see your provider as soon as possible after discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health 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

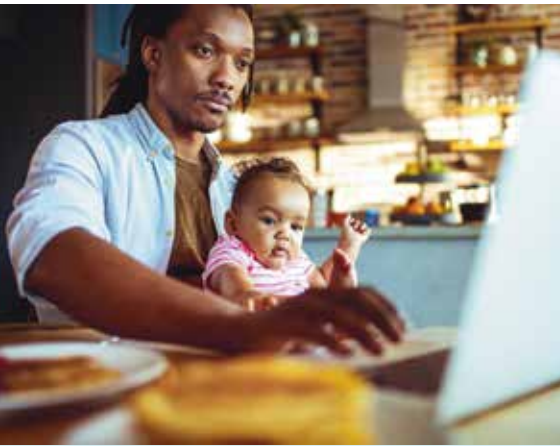


Get it all. You can read the Member Handbook online at myuhc.com/communityplan/benefitsandcvg.

To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.



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Safe and secure

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 and sexual orientation. 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 PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling your health care providers which language(s) 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 the 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/about-us/rel-collection-and-use. To get more information on our health equity program, visit unitedhealthgroup.com/what-we-do/health-equity.html.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-800-349-1855, TTY 711

Our website: Find a provider, view your benefits or see your member 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).
1-855-202-0992, TTY 711

Quit for Life®: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).
1-800-599-5985, TTY 711
uhchealthyfirststeps.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com



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Auxiliary Aids and Interpreter Services

You can request free auxiliary aids and services, including this material and other plan information in large print. Call **1-800-349-1855** (TTY/TDD 711).

If English is not your first language, we can help. Call **1-800-349-1855** (TTY/TDD 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Spanish

Ayudas auxiliares y servicios de interpretación

Puede solicitar ayudas y servicios auxiliares gratuitos, incluido este material y otra información del plan en letra grande. Llame al **1-800-349-1855** (TTY/TDD 711).

Si el inglés no es su lengua nativa, podemos ayudarle. Llame al **1-800-349-1855** (TTY/TDD 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

Chinese – simplified

辅助工具和翻译服务

您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电

1-800-349-1855 (TTY/TDD 711)。

如果英语不是您的首选语言，我们能提供帮助。请致电 **1-800-349-1855 (TTY/TDD 711)**。您可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

Vietnamese

Dịch Vụ Phiên Dịch và Hỗ Trợ Bổ Sung

Quý vị có thể yêu cầu các dịch vụ và hỗ trợ bổ sung miễn phí, bao gồm tài liệu này và thông tin kế hoạch khác dưới dạng bản in chữ lớn. Gọi đến **1-800-349-1855 (TTY/TDD 711)**.

Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến **1-800-349-1855 (TTY/TDD 711)**. Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

Korean

보조 자료 및 통역사 서비스

귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 플랜 정보가 포함되어 있습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다.

영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. **1-800-349-1855 (TTY/TDD 711)**번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

French

Aides auxiliaires et services d'interprétation

Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations sur le plan en gros caractères. Composez le **1-800-349-1855 (TTY/TDD 711)**.

Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le **1-800-349-1855 (TTY/TDD 711)**. Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.

Hmong

Cov Khoom Pab Cuam thiab Kev Pab Cuam Txhais Lus

Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau **1-800-349-1855 (TTY/TDD 711)**.

Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau **1-800-349-1855 (TTY/TDD 711)**. Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

Arabic - UAE

يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما في ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل على الرقم

.1-800-349-1855 (TTY/TDD 711)

إذا كانت اللغة الإنجليزية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم **1-800-349-1855 (TTY/TDD 711)**. يمكننا أن نقدم لك المعلومات الواردة في هذا المستند بلغتك شفهيًا أو كتابيًا والوصول إلى خدمات الترجمة مجانًا ويمكننا مساعدتك في الحصول على إجابات لأسئلتك بلغتك.

Russian

Вспомогательные средства и языковая поддержка

Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию о плане, напечатанную крупным шрифтом. Позвоните по номеру **1-800-349-1855 (TTY/TDD 711)**.

Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру **1-800-349-1855 (TTY/TDD 711)**. Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog

Mga Auxiliary Aid at Serbisyo ng Interpreter

Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon ng plan sa malaking print. Tumawag sa **1-800-349-1855 (TTY/TDD 711)**.

Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa **1-800-349-1855 (TTY/TDD 711)**. Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

Gujarati

સહાયક સહાય અને દુભાષિયા સેવાઓ

તમે મોટી પ્રિન્ટમાં આ સામગ્રી અને અન્ય પ્લાનની માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. **1-800-349-1855 (TTY/TDD 711)**. પર કોલ કરો

જો અંગ્રેજી તમારી પ્રથમ ભાષા ન હોય, તો અમે મદદ કરી શકીએ છીએ. **1-800-349-1855 (TTY/TDD 711)**. પર કોલ કરો તમારી ભાષામાં મૌખિક રીતે અથવા લેખિતમાં તમને આ સામગ્રીની માહિતી અમે વિના મૂલ્યે આપી શકીએ છીએ, દુભાષિયા સેવાઓની સુલભતા આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં અમે સહાયતા કરી શકીએ છીએ.

Khmer - Cambodian

សម្ភារៈជំនួយ និងសេវាអ្នកបកប្រែ

អ្នកអាចស្នើសុំសម្ភារៈនិងសេវាជំនួយដោយឥតគិតថ្លៃ រួមទាំងព័ត៌មានអំពីសម្ភារៈនេះ និងព័ត៌មានអំពីផែនការ ផ្សេងទៀតនៅជាអក្សរពុម្ពផង។ ហៅទូរសព្ទទៅលេខ **1-800-349-1855 (TTY/TDD 711)** ។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាទីមួយរបស់អ្នក យើងអាចជួយអ្នកបាន។ ហៅទូរសព្ទទៅលេខ **1-800-349-1855 (TTY/TDD 711)** ។ យើងអាចផ្តល់ជូនអ្នកដោយឥតគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នក ដោយផ្ទាល់មាត់ឬជាលាយលក្ខណ៍អក្សរ ទទួលបានសេវាអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក ។

German

Hilfsmittel und Dolmetscherdienste

Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Versicherungsinformationen in Großdruck. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711)**.

Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter **1-800-349-1855 (TTY/TDD 711)**. Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

Hindi

अतिरिक्त सहायता और दुभाषिया सेवाएं

आप इस सामग्री और अन्य योजना की जानकारी बड़े प्रिंट में दिए जाने सहित मुफ्त अतिरिक्त सहायता और सेवाओं का अनुरोध कर सकते हैं। **1-800-349-1855 (TTY/TDD 711)** पर कॉल करें।

अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। **1-800-349-1855 (TTY/TDD 711)** पर कॉल करें। हम आपको मुफ्त में इस सामग्री की जानकारी आपकी भाषा में जबानी या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच दे सकते हैं और आपकी भाषा में आपके सवालों के जवाब देने में मदद कर सकते हैं।

Lao (Laotian)

ການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການນາຍແປພາສາ

ທ່ານສາມາດຂໍການຊ່ວຍເຫຼືອເສີມ ແລະ ການບໍລິການຕ່າງໆໄດ້ ແບບຟຣີ, ລວມທັງເອກະສານນິ້ວ ແລະ ຂໍ້ມູນອື່ນໆຂອງແຜນ ເປັນຕົວຢ່າງໃຫຍ່. ໂທຫາເບີ **1-800-349-1855 (TTY/TDD 711)**.

ຖ້າພາສາແມ່ຂອງທ່ານບໍ່ແມ່ນພາສາອັງກິດ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາເບີ **1-800-349-1855 (TTY/TDD 711)**. ພວກເຮົາສາມາດໃຫ້ຂໍ້ມູນໃນເອກະສານນິ້ວ ເປັນພາສາຂອງທ່ານທາງປາກເບີ ຫຼື ເປັນລາຍລັກອັກສອນ, ການເຂົ້າເຖິງການບໍລິການນາຍແປພາສາ ໃຫ້ແກ່ທ່ານໂດຍບໍ່ເສຍຄ່າຫຍັງ ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານ.

Japanese

補助具・通訳サービス

この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。 **1-800-349-1855 (TTY/TDD 711)**に電話してください。

英語が母国語でない方はご相談ください。 **1-800-349-1855 (TTY/TDD 711)**に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。



Notice of non-discrimination

UnitedHealthcare Community Plan of North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. UnitedHealthcare Community Plan of North Carolina does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan of North Carolina provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of North Carolina 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, call **1-800-349-1855** (TTY/TDD **711**).

If you believe that UnitedHealthcare Community Plan of North Carolina has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

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

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

Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf

By mail:

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

By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

The NC Medicaid Ombudsman program can provide you with free, confidential support and education about the rights and responsibilities you have under NC Medicaid. Call **1-877-201-3750** or visit ncmedicaidombudsman.org.