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HealthTALK

SUMMER 2020



90-day supply benefit.

Your health plan covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month. Please check your pharmacy coverage rules for more details. If you would like to participate, talk to your doctor or pharmacist. To find out what medications are included, call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday-Friday, 8 a.m.-7 p.m. ET.

Oh, baby!

Baby Blocks™ becomes part of Healthy First Steps®.

UnitedHealthcare Community Plan's former pregnancy rewards program — Baby Blocks™ — is now part of Healthy First Steps®. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, **UHCHealthyFirstSteps.com**. There you will find:

- New and improved educational content.
- Resources.
- Rewards.
- Case management.



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Take the first step. Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit **UHCHealthyFirstSteps.com**.

UnitedHealthcare Community Plan
10175 Little Patuxent Parkway
Columbia, MD 21044

It's your choice.

Make your wishes known.

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives for medical care include:

- A living will, which explains what kind of treatment you want.
- A durable power of attorney, which lets someone else make decisions for you. You can also have a durable power of attorney for mental health care.



Write it down. For a form to help you create an advance directive, visit **UHCCommunityPlan.com**. Or call Member

Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Give copies of the form to your providers and someone you trust. Keep one for yourself.



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Smile.

Your dental benefits just got better.

A healthy smile leads to a healthy body. Having good teeth makes it easier to eat nutritious foods. It helps you look better and feel better about yourself. A healthy mouth can also help you in many other ways. It can prevent serious problems like heart disease and premature birth, increase self-esteem, and improve attendance at work and school.

Members 21 and older have a maximum benefit of \$750 to cover dental care. Adult members may get an oral exam and cleaning twice a year. X-rays, simple extractions and fillings are also covered.

The Maryland Healthy Smiles Program provides dental care for children under age 21, former foster care youth up to age 26, and pregnant women.

The entire family can get dental care. Regular checkups will help keep your teeth and gums healthy. Remember to see your dentist every year for preventive dental care.



Open wide. To learn more about the dental benefits your health plan offers, call Members Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Or visit **myuhc.com/CommunityPlan**.

Fraud and abuse.

How to identify and report it.

If you know health care fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to give your name.

Fraud and abuse for HealthChoice members can be things like:

- Providing false information or hiding facts to get or keep HealthChoice.
- Letting someone else use your HealthChoice ID card.
- Selling or giving your prescription medicines to anyone else.

Fraud and abuse for HealthChoice providers can be things like:

- Billing UnitedHealthcare for services that were never given.
- Billing UnitedHealthcare 2 or more times for the same service.

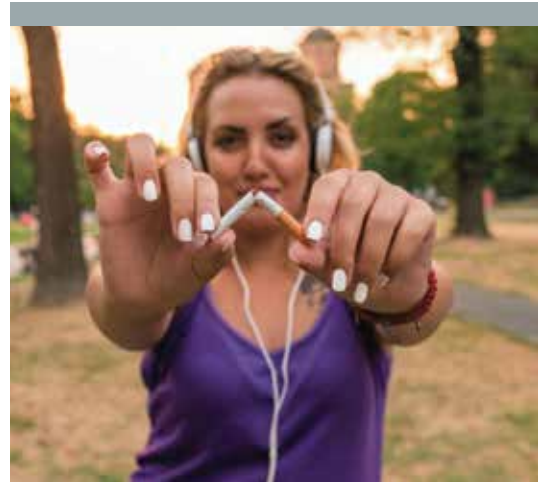
How to report fraud and abuse:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727, TTY 711.**
- Call the HealthChoice fraud hotline at **1-866-770-7175, TTY 711.**
- Call the Maryland Department of Health at **410-767-5784.**
- Email the Maryland Department of Health at **mdh.oig@maryland.gov.**
- Send the Maryland Department of Health a fax at **410-333-7194.**
- Go online to **health.maryland.gov/oig/pages/report_Fraud.aspx** and then click on "Report Fraud."
- Write to:

The Maryland Department of Health
Office of the Inspector General/Program Integrity
201 West Preston Street, Room 520
Baltimore, MD 21201



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You can quit.

Did you know that 34 million American adults smoke cigarettes? Smoking tobacco can cause coronary heart disease, strokes and lung cancer. Smoking does not just affect you and your health. It affects your family's health, too. Smoking around children increases their chances for ear infections, asthma and other breathing issues.

Some smokers may want to quit smoking but do not know how. The truth is that smoking is an addiction. You may need professional help to quit. Talk to your doctor about wanting to quit smoking. With help, you can quit smoking for good and live a healthy life. Here are some tips to start your quitting journey:

- Call **1-800-QUIT-NOW (1-800-784-8669)** for free support.
- Download the **quitSTART** app on your smartphone to get tips on how to quit.
- Text **CDC to 47848** for free 24/7 quit help via text message.
- Create a "Quit Plan" for yourself. Pick a quit date. Let your family and friends know you are quitting. Get rid of any reminders of smoking. Find what triggers your desire to smoke. Develop coping strategies for withdrawal symptoms. Reward yourself for reaching milestones.

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Resource corner.

UnitedHealthcare Member Services:

1-800-318-8821, TTY 711
Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: 1-877-440-0251, TTY 711

Public Behavioral Health System:

1-800-888-1965, TTY 711

Transportation: Contact your local health department.

Special Needs Unit:

1-800-460-5689, TTY 711

UnitedHealthcare Outreach (Appointment Assistance):

1-866-735-5659, TTY 711

UnitedHealthcare Health Education:

1-855-817-5624, TTY 711

Healthy First Steps®:

1-800-599-5985, TTY 711
UHCHealthyFirstSteps.com

On My Way: uhcOMW.com

Department of Human Services:

1-800-332-6347, TTY 711

Maryland Health Connection:

1-855-642-8572, TTY 711
MarylandHealthConnection.gov

Maryland Medicaid HealthChoice Help Line:

1-800-284-4510, TTY 711

Maryland Healthy Smiles Dental Program:

1-855-934-9812, TTY 711

UnitedHealth Group Customer Care Fraud Hotline:

1-866-242-7727, TTY 711

HealthChoice Fraud Hotline:

1-866-770-7175, TTY 711

Interpretation Services: Call Member Services to request interpretation services for your medical visits.



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Time to immunize?

Make sure your child gets all the shots they need.

Getting the vaccines you need — at the right time — is important. Immunizations help protect against preventable diseases. Call your child’s primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
HepB: Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
HepA: Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
DTaP: Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Hib: Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
IPV: Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
PCV: Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
RV: Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
MMR: Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
Varicella: Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
Influenza (yearly)	<input type="checkbox"/>	<input type="checkbox"/>

It’s your best shot. If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET. Or visit our website at myuhc.com/CommunityPlan.

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

Nondiscrimination Statement

It is the policy of UnitedHealthcare Community Plan not to discriminate on the basis of race, color, national origin, sex, age or disability. UnitedHealthcare Community Plan has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator who has been designated to coordinate the efforts of UnitedHealthcare Community Plan to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for UnitedHealthcare Community Plan to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

You can send a complaint to:

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

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of UnitedHealthcare Community Plan relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> by mail or phone at:

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

1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

UnitedHealthcare Community Plan will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Language Accessibility Statement **Interpreter Services Are Available for Free**

*Help is available in your language:
1-800-318-8821, TTY 711.
These services are available for free.*

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-318-8821, TTY 711.**
Estos servicios están disponibles de forma gratuita.

አማርኛ/Amharic

እገዛ በቋንቋዎ ማግኘት ይቻላል፡- **1-800-318-8821 መስማት ለተሳናቸው/ TTY :- 711።** እነዚህን አገልግሎቶች ያለ ምንም ክፍያ ማግኘት ይቻላል፡፡

العربية/Arabic

المساعدة متوفرة بلغتك: اتصل على الرقم **1-800-318-8821**، الهاتف النصي: **711**. هذه الخدمات متوفرة مجاناً.

中文/Chinese

用您的语言为您提供帮助: **1-800-318-8821, TTY 711**。这些服务都是免费的。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-318-8821**، خط تماس برای افراد ناشنوا **711**. این خدمات به صورت رایگان در دسترس هستند.

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-318-8821, TTY 711**. Ces services sont disponibles gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-318-8821** ટીટીવાય: **711**. આ સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-318-8821, TTY 711**. Sèvis sa yo disponib gratis.

Igbo

Ọrụ Ndị Ọkọwa Okwu Dị N'efu Enyemaka dị n'asụsụ gị: **1-800-318-8821, TTY 711**. Ọrụ ndị a dị n'efu.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-318-8821, TTY 711**. 이 서비스는 무료로 제공됩니다.

Português/Portuguese

Está disponível ajuda no seu idioma: **1-800-318-8821, TTY 711**. Estes serviços são disponibilizados gratuitamente.

Русский/Russian

Помощь доступна на вашем языке: **1-800-318-8821, TTY 711**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa inyong wika: **1-800-318-8821, TTY 711**. Ang mga serbisyong ito ay makukuha ng libre.

Urdu/اردو

آپ کی زبان میں مدد دستیاب ہے: **1-800-318-8821**، ٹی ٹی وائی: **711**۔ یہ خدمات مفت میں دستیاب ہیں۔

Tiếng Việt/Vietnamese

Có hỗ trợ ngôn ngữ của quý vị: **1-800-318-8821, TTY 711**. Các dịch vụ này được cung cấp miễn phí.

Yorùbá/Yoruba

Ìrànlọwọ wà ní àrọwọtó ní èdè rẹ: **1-800-318-8821, TTY 711**. Àwọn isẹ yìí wà ní àrọwọtó lófèè.

Bassa

U nla kosna mahola ni hop won I nsinga ini: **1-800-318-8821, TTY 711**. Ngui nsaa wogui wo.