



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

United
Healthcare
Community Plan

What's inside

It's time for your annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.

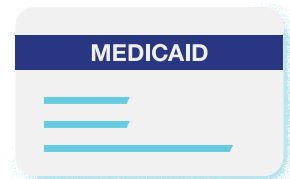


Medicaid renewal

Take action

What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when to renew. They may call it recertification or redetermination.



Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your health plan.



We're here to help. Learn more at uhc.com/staycovered.

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UnitedHealthcare Community Plan
2717 North 118th Street, Ste. 300
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Breast cancer screening

Be your best self

Take time to get a mammogram

For women, it's important to get a mammogram when your health care provider says you should. A mammogram is an X-ray of the breasts that can help find breast issues. It may help find breast cancer early, when it is easier to treat.

Taking care of your health is important. It is not selfish. Plus, being healthy helps you take care of your family.

Getting a mammogram can save your life. It is a covered benefit for women based on your age and risk factors. That means you can get one at little or no cost to you.



Take care. Talk to your health care provider about if you should get a mammogram. To learn more about your mammogram benefits, call Member Services toll-free at the phone number on Page 4.



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Everyday life

3 ways to exercise

Exercise is an important part of a healthy lifestyle. It reduces your risk of getting diseases like diabetes, obesity and heart disease. Exercise also helps you feel better mentally. It can make you less stressed, sad and tired.

Fitting exercise into a busy day can be hard — especially when you have work, school and family time. Here are 3 ideas to help you be more active:

- 1. Your daily activity counts as exercise.** Walking to work or at work is a great way to get exercise. The fresh air is good for your mind, too.
- 2. Take a break from work and move when you can.** Stretch or walk around for a few minutes each hour.
- 3. Hit the gym for a quick workout.** One Pass is a gym and online fitness membership offered to members ages 18 and older for no extra cost. You can get access to a network of gyms and fitness locations. There are also live, online fitness classes and on-demand workouts.

Before you begin any exercise program, talk to your provider.

Learn more about you

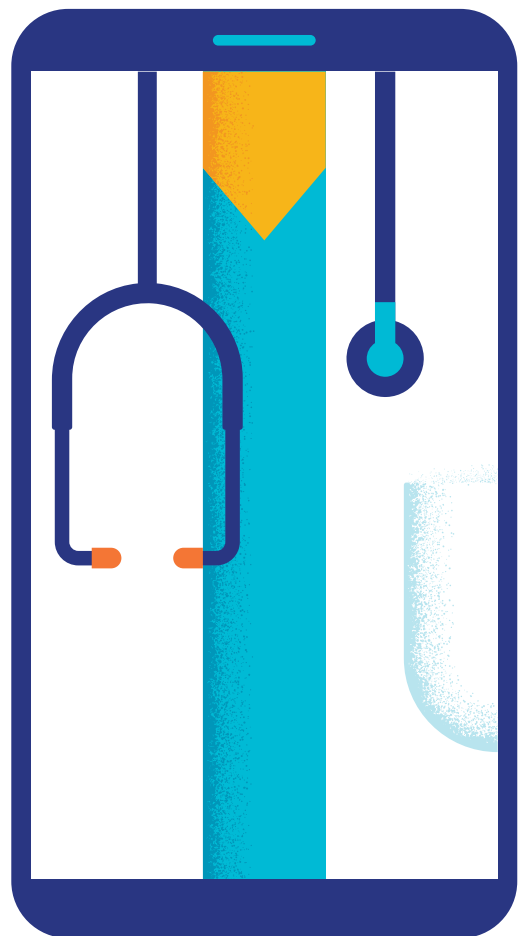
Online resources to understand your health conditions

People who have been diagnosed with a disease often have questions. You may wonder:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

We have a disease management program to help you learn more and better manage your health. Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell



Flu shot

Fight the flu

It's time for your annual shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, it will help make the symptoms less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get your flu shot today. There is no cost to you to get a flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.



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Member resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: 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).

1-800-641-1902, TTY 711

myuhc.com: 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.

myuhc.com/communityplan

UnitedHealthcare app: 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.

Download on the App Store or Google Play

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

1-877-543-4293, TTY 711

Transportation: Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 3 business days before your appointment. We offer 48 one-way rides per year within a 10-mile radius of your home.

1-833-583-5683, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-800-641-1902, TTY 711

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

liveandworkwell.com

Quit For Life: Get help quitting smoking at no cost to you (toll-free).

1-866-784-8454, TTY 711

quitnow.net

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

myuhc.com/communityplan/preference



UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan!

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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

You can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

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

Mail:

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

If you need help with your complaint, please call Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.