



# Health Talk

Your journey to better health

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Winter 2023

United Healthcare  
Community Plan

## What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get her medication.



Health + Wellness

## What is WIC?

### Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit [fns.usda.gov/wic](https://fns.usda.gov/wic) to learn more and see if you or your children are eligible.



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**Dinner time.** Make a soup with pantry staples. Visit [uhc.care/wintersoup](https://uhc.care/wintersoup) for easy ideas.

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Everyday Life

# Over-the-counter benefits

## Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications? These are items you can buy without a prescription. They include:

- Sinus and allergy medicine
- Pain relievers such as Tylenol, Advil or aspirin
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream
- Contraceptives
- Products to help you quit smoking

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



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**Save today.** Call Member Services toll-free at the phone number on Page 4 to learn how to use your OTC medication benefits.

## Member Experience

### A helping hand

When you have issues with your health coverage, we're here to help. A member with diabetes was having trouble getting medication for her insulin pump. So, she called Member Services.

Member Services worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She now knows she can contact the case manager for any future needs. This kind of help from Member Services is available to all members.



**Support when you need it.** Call Member Services toll-free at the phone number on Page 4. We're here to help.



## Did you know?

Your benefits may include transportation services to and from your medical visits. Call Member Services toll-free at the phone number on Page 4 to learn more.

### Covered Care

# Are you due for care?

## Screenings and vaccines keep your family healthy

Preventive care is important. It helps you and your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your family may be due for.



### Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



### Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



### Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



### Influenza (flu) vaccine

Everyone 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



### COVID-19 vaccine

The CDC recommends everyone stay up to date with their COVID-19 vaccines. Everyone 6 months and older should get all primary series doses. Everyone ages 5 and older should also get a booster dose. Updated booster shots are available. They protect from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



**Check it out.** Checklists to help you prepare for your visit are available. Visit [adultwellnessvisit.myuhc.com](https://adultwellnessvisit.myuhc.com) and [childwellnessvisit.myuhc.com](https://childwellnessvisit.myuhc.com).



istock.com/ferrantraite

## 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**

**Our website:** 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](https://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**

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

**1-866-784-8454, TTY 711**  
**[quitnow.net](https://quitnow.net)**

**Transportation:** Call Member Services to ask about rides to and from your medical and pharmacy visits. We offer rides within a 20-mile radius of your home.

**1-800-641-1902, TTY 711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance 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](https://liveandworkwell.com)**

**Healthy First Steps®:** Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711**

**[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

**Sanvello:** This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose "upgrade through insurance." Search for and select UnitedHealthcare. Enter the information on your member ID card.

**[sanvello.com](https://sanvello.com)**

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

**[myuhc.com/communityplan/preference](https://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.