



Health Talk

Your journey to better health

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Winter 2024

United
Healthcare
Community Plan

What's inside

When you are sick or hurt, do you know where to go? See Page 3 to learn the best place to get the care you need.



Preventive care

Healthy start

See your provider for an annual wellness visit

Get off to a healthy start this year by scheduling an appointment with your primary medical provider. All members of your family should see their provider once a year for an annual wellness visit.

This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.

United Healthcare Community Plan
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Heart health

Listen to your heart

Some heart attack symptoms are different for men and women

The leading cause of death for both men and women in the U.S. is heart disease. A heart attack is often the reason. It's important to know the signs and symptoms of a heart attack and how they are different for men and women.

- ● Pain that spreads to neck
- ● Chest pain
- ● Shortness of breath
- ● Pain that spreads to shoulder
- ● Pain that spreads to arms
- ● Sweating a lot
- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Pain in stomach
- Pain in back

Key

● Common symptoms for women

● Common symptoms for men

A heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 70. For men, it is age 66.



Heart smart. A healthy lifestyle can help manage heart disease. Talk to your health care provider about changes you can make to reduce your risk of having a heart attack.

Illness or injury

Know where to go

When you are sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help you get the treatment you need faster.

When can your primary medical provider take care of you?

For most illnesses and injuries, your primary medical provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy.

When should you go to urgent care?

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

When should you go to a hospital emergency room?

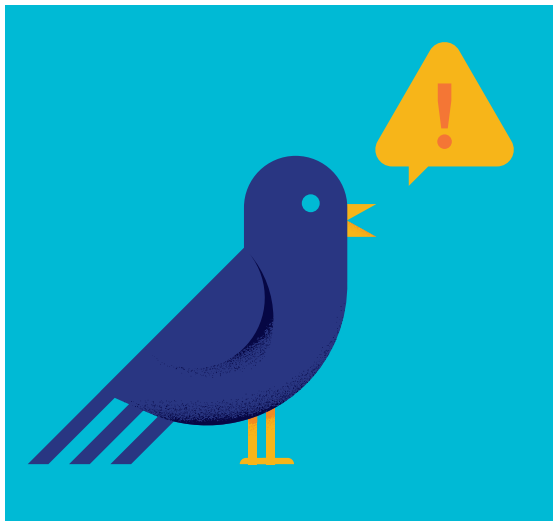
Emergency rooms are for major medical emergencies only. If you go for a minor injury, you may have to wait a long time.



Not sure where to go?

Call our 24/7 NurseLine at **1-800-832-4643**,

TTY **711**. Or talk to a doctor online at uhcdoctorchat.com.



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Chronic conditions

Have a plan

Understanding your asthma treatment

Asthma is caused by inflamed airways. This can make it difficult to breathe. While there's no cure for asthma, proper care can help you live a normal life. If you have asthma, it's important to follow your doctor's orders.

A written asthma action plan can help you understand your asthma care. It can also make treatment easier. It should tell you what medicines to take and when to take them. It should help you know what to do if you don't feel well. The plan should tell you when to call your doctor and when you need emergency care.



Breathe easy. If you have asthma, talk to your doctor about getting an asthma action plan. If you already have an asthma action plan, make sure it's up to date and that you are using it.



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).
1-800-832-4643, TTY 711

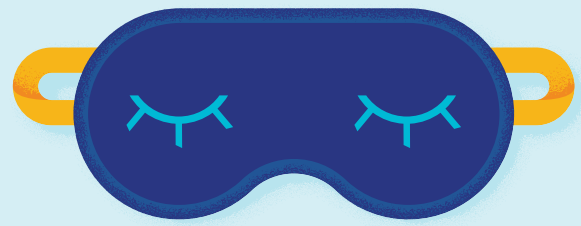
NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).
1-800-832-4643, TTY 711

Transportation: Call Member Services 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 (toll-free).
1-800-832-4643, TTY 711

Free smartphone: Get unlimited talk, text and data. Phones come loaded with helpful apps. One phone per household.
1-800-832-4643, TTY 711
mybenefitphone.com

Quit Tobacco Use: Contact the Indiana Quit Line to receive coaching and supplies. Call **1-800-QUIT-NOW (1-800-784-8669)** or text **READY** to **34191** to register for free services.

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



Sleep

Rest easy

Tips for getting better sleep

Sleep is important for your health. Without enough sleep, you may have trouble concentrating, thinking clearly and remembering things. Poor sleep may also increase your risk for medical conditions like heart disease and high blood pressure.

Most adults need 7 hours of sleep each night. Children and teenagers need even more. If you or someone in your family is having trouble sleeping, try these tips:

- Create a bedtime routine and stick to it. Keep as much light out of your bedroom as possible.
- Put away electronic devices an hour before bed.
- Do not eat or exercise too close to bedtime.



Covered services

Changes to the Hoosier Care Connect Program

During the public health emergency, copays were waived. The State of Indiana passed a law on July 1, 2023. All covered services are now free for Hoosier Care Connect members with no copay. Call Member Services right away if you are asked to pay for a covered medicine or service.

Discrimination is against the law. UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex.

UnitedHealthcare Community Plan of Indiana 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 Indiana 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, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. EST, Monday–Friday.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Indiana**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

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

Email: **UHC_Civil_Rights@uhc.com**

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

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**

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**)

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**