



Health Talk

Your journey to better health

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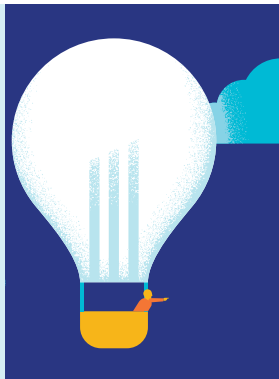


Winter 2024

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 care 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.



Need a new provider? We can help you find one. Call Member Services toll-free at the phone number on Page 4.

UnitedHealthcare Community Plan
PO Box 31349
Salt Lake City, UT 84131

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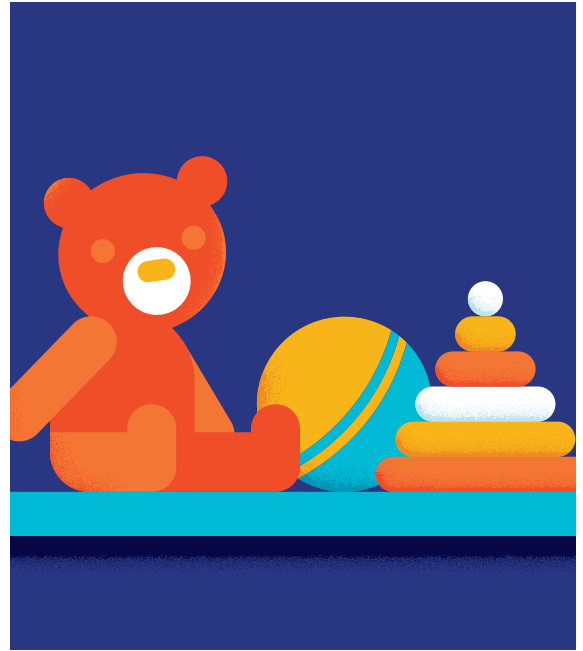
UnitedHealthcare® program

Oh, baby!

Earn rewards for getting care while pregnant

Did you know that without prenatal care, babies are 3 times more likely to be born small? If you are pregnant, it's important to see your provider early and often. This helps keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will get to listen to your baby's heartbeat. You also will have tests to catch any problems early.

When you go to these visits, you can earn rewards through our Healthy First Steps® program. Visit uhhealthyfirststeps.com to enroll after your first provider appointment. Or call **1-800-599-5985**, TTY **711**, for more information.



Mental health

Are you SAD?

Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Exercise.** Physical activity has been known to help people feel better and relieve stress. Taking a walk, doing yoga or swimming in an indoor pool can all get your body moving.
- **Spend time outdoors.** Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.
- **Take vitamins.** SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

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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 care provider take care of you?

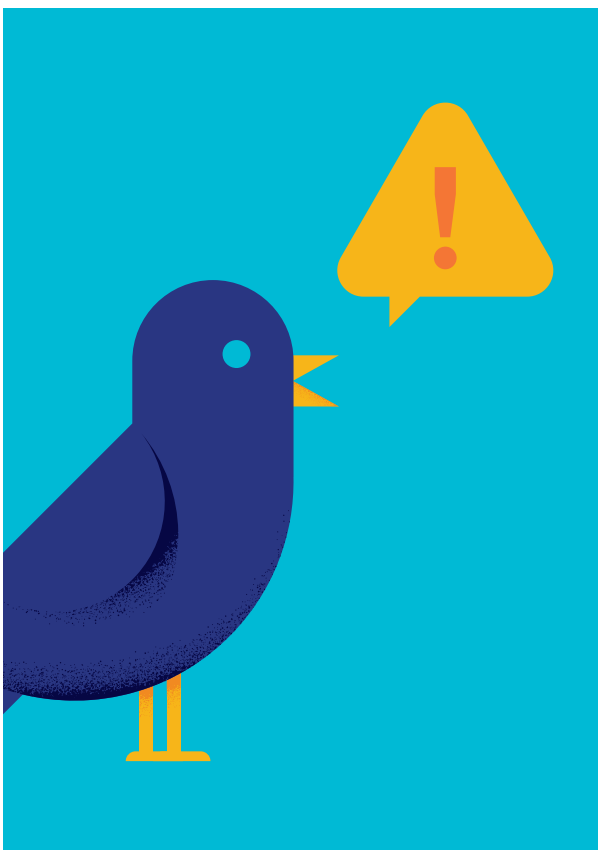
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy.

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.



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Cancer screenings

Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

Cervical cancer screening

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

Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

Lung cancer screening

Adults who are between the ages of 55 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

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).

1-866-293-1796, TTY 711
Monday–Friday, 7 a.m.–7 p.m. ET

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).

1-800-985-3856, TTY 711

MedImpact: Call to find a pharmacy or medications, 24 hours a day, 7 days a week (toll-free).

1-800-210-7628, TTY 711
kyportal.medimpact.com



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Transportation: Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help (toll-free).

1-866-293-1796, TTY 711

Care Management: This program is for members with chronic conditions, complex needs or who need assistance with behavioral health and substance use disorders (toll-free).

1-866-293-1796, TTY 711

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

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus, get an Android™ smartphone at no cost to you.

assurancewireless.com/partner/buhc

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

liveandworkwell.com

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

1-800-QUIT-NOW, TTY 711

quitnowkentucky.org

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

myuhc.com/communityplan/preference

Behavioral Health Crisis Line: Get help 24 hours a day, 7 days a week (toll-free).

1-855-789-1977, TTY 711

Civil Rights Notice

Discrimination is against the law. UnitedHealthcare Community Plan complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, political beliefs, sex, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan 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)

We provide 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 **1-866-293-1796**, TTY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, creed, religious affiliation, political beliefs, sex, gender identity or expression, or sexual orientation, 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: <https://www.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**

1-866-293-1796, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Chinese: 注意：您可以免費獲得翻譯和其他語言協助服務。如果您需要協助，請撥打上述電話號碼。

German: HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

Serbian: PAŽNJA: Usluge prevodjenja i druge jezičke usluge dostupne su vam besplatno. Ako vam je potrebna pomoć, pozovite gore navedeni broj.

Japanese: 注意：ほん訳やその他の言語サポートサービスを無料でご利用いただけます。サポートが必要な場合は、上記の番号までお電話ください。

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Pennsylvanian Dutch: LET OP: Vertaal- en andere taalhulpdiensten zijn kosteloos voor u beschikbaar. Als u hulp nodig hebt, belt u het bovenstaande nummer.

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिन्छ भने कृपया माथ किो नम्बर फोन गर्नुहोस्।

Cushite: XIYYEEFFANNAA: Tajaajila hiikkaa fi gargaarsa afaanii biroo kaffaltii tokko malee isiniif kennama. Gargaarsa yoo barbaaddan, lakkoofsa armaan olii kanaan bilbilaa.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

Tagalog: ATENSYON: Ang pagsasalín at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

Bantu: ICITONDEGWA: Ubusiguzi n'ibindi bikorwa bijanye n'indimi birahari ku bwawe ku buntu. Mu gihe ukeneye ubufasha, wokwakura inomero yatanzwe haruguru.