



Health Talk

Your journey to better health



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Fall 2022

United
Healthcare
Community Plan



What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



Health + Wellness

Rewards for getting care



You can earn \$25 or more

We know that a provider visit or health screening may not be at the top of your to-do list. But it's very important. So we reward our members for getting it done.

Find out if you have rewards to claim. Visit myuhc.com/communityplan/healthwellness. Next click "Earn rewards." Then click "Get started" to let us know what care you got.



Questions? Call Member Rewards toll-free at **1-800-870-5574**, TTY 711, 7 a.m.–7 p.m. CT, Monday–Friday.

Everyday Life

Support for stress

The Sanvello app can help you through tough times

Life can be stressful. Busy schedules are not easy to manage. Being too busy can make you short of breath, increase blood pressure and cause stress.

Sanvello is a free app that helps with symptoms of stress, anxiety and depression. It has tools you can use to feel better in your everyday life. It is available whenever you need it. Using it for just a few minutes every day can help you feel better.

The Sanvello app is part of your health plan's behavioral health benefits. You can upgrade to premium at no cost by following these steps:



1. Download the app at sanvello.com. Open it.



2. Create an account. Choose "upgrade through insurance."



3. Search for and select UnitedHealthcare. Enter the information on your member ID card.



Feel better today. More information is available at sanvello.com. Email info@sanvello.com with any questions.



Important Screening

Mammograms are a covered benefit

Mammograms are a covered benefit for women based on their age and risk factors for breast cancer. They help detect breast cancer, even when you don't have any symptoms. If you're due to get one, don't wait. Schedule this important screening today. It has saved the lives of hundreds of thousands of women. It could save your life, too!

Knowing how your breasts normally look and feel can help you notice symptoms of breast cancer. Possible signs include lumps, pain or changes in size. To learn how you can do a breast self-exam at home, visit uhc.care/healthtalkexam.



Annual Wellness Visit

Health in your hands

Annual wellness visits are important for good health

Preventive care tells you about your health before it gets bad. It is a covered benefit under your health plan. It includes regular visits to your primary care provider, screenings and vaccines.

All members of your family should see their primary care provider once a year for an annual wellness visit. These visits keep your family healthy. They can find and prevent problems before they happen.

Visit myuhc.com/communityplan to find a provider.



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Do you know where to get care? Visit uhc.com/getcarequiz to learn more and test your knowledge on where you should go to get care.



Important Vaccine

Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, 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 from 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 provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-877-542-9238, TTY 711

Our website: Our website keeps all your health information in one place. You can find a provider, view your benefits or see your member ID card, wherever you are.
myuhc.com/communityplan

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

1-855-575-0136, 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).

1-877-542-9238, TTY 711

Transportation: Call Member Services to ask about rides to and from your medical visits. To schedule a ride, call at least 3 business days before your appointment. Rides can be scheduled up to 30 days in advance. Member Services can also answer any other questions you may have about your transportation benefits.

1-877-542-9238, 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

Kansas Tobacco Quitline: Get help quitting smoking at no cost to you (toll-free).

1-800-QUIT-NOW (1-800-784-8669)

ksquit.org

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

liveandworkwell.com

Paperless communication: Let us know if you are interested in receiving digital files, emails and text messages.

myuhc.com/communityplan/preference



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference or national origin, 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 must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

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. Department 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 the toll-free member phone number listed on your member ID card.

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 the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, 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 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: **한국어 (Korean)**를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238 الهاتف النصي 711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) **(Burmese)** စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 **(Japanese)** を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی **(Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.