



# Health Talk

istock.com/AzmanJaka



Summer 2022

United  
Healthcare  
Community Plan

## Beat the heat

Heat stroke is no joke. Signs of a heat-related illness include muscle cramps, vomiting and headaches. If you have these symptoms, seek treatment right away.



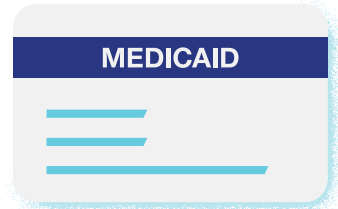
istock.com/Xurzon

## Keep your coverage

### What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- By mail
- Online
- By phone



**Don't miss out.** Learn more about Medicaid renewal in Texas at [uhc.care/asw2re](https://uhc.care/asw2re).

UnitedHealthcare Community Plan  
14141 Southwest Freeway, Suite 500  
Sugar Land, TX 77478

AMC-066-TX-ABD

CSTX22MD0039126\_000



Healthy mind, healthy body

## You are not alone

According to the National Alliance on Mental Illness, millions of people in the United States are affected by mental illness. In fact, 1 in 5 adults and 1 in 6 adolescents have a mental health concern. One of the most common mental health conditions is having an anxiety disorder.

Anxiety disorders are different from normal feelings of being nervous or anxious. They are feelings of fear or anxiety that do not go away. They can also get worse over time.

If you have a mental health concern, help is available. Some good first steps to take are:

- Call the Behavioral Health Hotline at **1-800-435-7486, TTY 711**
- Make an appointment to talk with a health care provider
- Learn more about mental health at **[cdc.gov/mentalhealth](https://www.cdc.gov/mentalhealth)**



iStock.com/kate\_sept2004

# Just for you

## Get personalized health plan information

When you sign up for **[myuhc.com/communityplan](https://myuhc.com/communityplan)**, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



**Sign up today.** It only takes a few minutes. Then you can log in anytime. To get started, visit **[myuhc.com/communityplan](https://myuhc.com/communityplan)**.

## Health care for everyone

UnitedHealthcare is committed to making the health system better. We are working to provide quality and unbiased care for all members — no matter their race, place or situation.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 4 of this newsletter to let us know how we're doing.



# Summer bucket list

## 5 healthy and fun activities to check off your bucket list this summer

Are you looking for fun ideas to get moving this summer? Here are 5 simple activities to try.



**1. Take a walk, and track your steps.** Walks are a great way to get low-impact exercise. Use a step-tracking app on your phone to watch your progress.



**2. Go for a bike ride.** If you don't own a bike, there are many rental options. Adaptive bikes are a good option for people with disabilities. They are modified to fit the needs of the rider.



**3. Swim.** Taking a dip is a great way to exercise and cool off. Visit a local pool, lake or the ocean.



**4. Have a barbecue or picnic.** Summer is the time for eating outdoors with family and friends. Try our recipe for a bright and healthy side dish: [healthtalksiderecipe.myuhc.com](http://healthtalksiderecipe.myuhc.com).



**5. Plant a garden.** If you don't have the space for your own outdoor garden, you can use planters made for indoors. Try starting small with easy-to-grow herbs, such as basil, chives or mint. Then use them in your next meal.



### Explore more

Looking for even more activities to do this summer? Check out the list of state tourism websites at [usa.gov/state-travel-and-tourism](http://usa.gov/state-travel-and-tourism).



istock.com/YakobchukOlena

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-888-887-9003, TTY 711**

**Our website:** Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.  
**myuhc.com/communityplan**

**Go paperless:** Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.  
**myuhc.com/communityplan/preference**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-877-839-5407, TTY 711**

**Quit for Life®:** Get help quitting smoking at no cost to you (toll-free).  
**1-866-784-8454, TTY 711**  
**quitnow.net**

**Behavioral Health Hotline:** Get help for mental health and substance use issues (toll-free).  
**1-800-435-7486, TTY 711**



istock.com/inside Creative House

# You have the power

## Manage your diabetes to help prevent other illnesses

Taking care of your diabetes is very important. Having diabetes puts you at risk for developing complications or other health conditions.

The good news is you have the power to control your diabetes and lower your risk of heart disease, stroke, kidney disease and eye disease. These simple tips can help keep your blood sugar, blood pressure and cholesterol levels in check:

- Eat a healthy diet that is high in fruits, vegetables and whole grains, and low in added sugars
- Exercise regularly — at least 150 minutes per week
- Limit alcohol
- Do not smoke
- Take medications as directed
- See your provider for a checkup at least every 6 months
- Talk with a pharmacist and health care provider about medication management
- Call Member Services to learn more about our case management program



**Time for a checkup?** We can help you find a new provider if you need one. Call Member Services toll-free at the phone number in the resource corner at left. Or visit **myuhc.com/communityplan**.





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

If you think you were treated unfairly because of your sex, age, race, color, disability 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 Member Services toll-free at **1-888-887-9003**, TTY **711**, 8 a.m. – 8 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. 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 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, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003**, TTY **711**, 8 a.m. – 8 p.m., Monday – Friday.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comuniquen con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا، مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة، أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang maatungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maari ka rin humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.
French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.

Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબરને કોલ કરવા વિનંતી.
Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດໝາຍໃນພາສາອື່ນ ຫຼື ການພິມຂະໜາດໃຫຍ່ ຫຼື ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະ ສັບຂອງສະມາຊິກໂທຟຣີທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.