



Health Talk



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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.



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Keep your coverage

What you need to do to renew

Have you moved in the past three years? Has your address or contact information changed? It is important to make sure your health insurance moves with you.

Moving can be overwhelming — take a moment today to confirm that UnitedHealthcare Community Plan has the correct mailing address, phone numbers and email address on file, so we can reach you in case of any changes to your health coverage. You may be notified of steps you need to take to keep your coverage.



Update your information. Call Member Services toll-free at the phone number on Page 4 of this newsletter. Or visit commonhelp.virginia.gov.



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)**



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Just for you

Get personalized health plan information

When you sign up for **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**.

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.



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.



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Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-866-622-7982, 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).
1-888-547-3674, 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



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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 complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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. to 8 p.m., 7 days a week.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at:

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711.**

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711.**

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-622-7982, TTY 711** 로 전화하십시오.

Vietnamese

LƯU Ý: Nếu quý vị nói **Tiếng Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711.**

Chinese

注意:如果您說**中文(Chinese)**, 您可獲得免費語言協助服務。請致電 **1-866-622-7982, 或聽障專線(TTY)711。**

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic) ، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل بالرقم **1-866-622-7982 ، الهاتف النصي 711.**

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711.**

Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با 1-866-622-7982 (TTY 711) تماس بگیرید.

Amharic

የሚናገሩት ቋንቋ አማርኛ (Amharic) ከሆነ የቋንቋ እርዳታ አገልግሎት ከክፍያ ነጻ አለልዎት። ወደ 1-866-622-7982, TTY 711 ይደውሉ።

Urdu

توجه فرمائیں: اگر آپ کی زبان اردو (Urdu) ہے تو آپ کے لیے لسانی خدمات مفت دستیاب ہیں۔ 1-866-622-7982 (TTY 711) پر کال کریں۔

French

ATTENTION: Si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-866-622-7982, TTY 711.

Russian

ВНИМАНИЕ: Если вы говорите по-русски (Russian), вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-866-622-7982, TTY 711.

Hindi

ध्यान दे: यदि आप हिंदी (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें 1-866-622-7982, TTY 711.

German

HINWEIS: Wenn Sie Deutsch (German) sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Wählen Sie: 1-866-622-7982, TTY 711.

Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে।

1-866-622-7982, TTY 711 নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wudu (Kru (Bassa))**-dù kò-kò po-nyò bě bìì nō à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄ ín, d̄á n̄ò b̄à n̄ià k̄ε: **1-866-622-7982, TTY 711.**

Igbo

Ọ bụrụ na ị na asụ Igbo (Igbo), ọrụ enyemaka asụsụ, n'efu dijirị gị. Kpọọ 1-866-622-7982, TTY 711.

Yoruba

Tí ó bá ń s Yorùbá (Yoruba), ìrànḽowó ìtum èdè, wà fún ní ọfẹ. Pe 1-866-622-7982, TTY 711.