



# Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

United  
Healthcare  
Community Plan

## What's inside

Want to feel less stressed or improve your relationships? Learn about a mental health resource on Page 2.

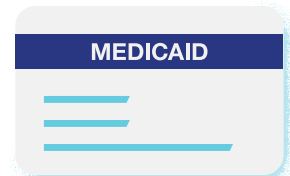


## Medicaid renewal

# Take action

## What you need to do to renew your Apple Health (Medicaid) benefits

Medicaid members need to renew their coverage each year. Your state will tell you when to renew. They may call it recertification or redetermination.



Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your health plan.



We're here to help. Learn more at [uhc.com/staycovered](https://uhc.com/staycovered).

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

AMC-110-WA-CAID  
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## Mental health

# Feel better

### Online resource for your mental health

Live and Work Well is an online mental health resource. It is available 24 hours a day, 7 days a week, at [bit.ly/WA-LAWW](https://bit.ly/WA-LAWW). You can access it wherever you are.

You can get help for challenging situations. You can also seek support for stress and anxiety. If you're dealing with substance use, help is available for that, too.

With Live and Work Well, you can:

- **Find the right support.** Answer a few questions. Then we'll show you the top benefits and resources available based on your needs. You can get support for yourself or a family member.
- **Set goals and improve your mental health.** Want to feel less stressed? Feeling isolated? Want to improve your relationships? Whatever your goals are, getting connected to resources just got easier.
- **Connect with care quickly, on your own terms.** Learn about your options and choose what fits your lifestyle and needs.



Feeling better starts here. Visit [bit.ly/WA-LAWW](https://bit.ly/WA-LAWW).

## Medication safety

### What to do with unused medicine

In Washington, every day can be drug take-back day. Safe Medication Return lets people get rid of over-the-counter and prescription medications they don't want. This includes medications for pets, too. This program is available at no cost to you.

Safely getting rid of medications helps reduce overdoses, poisonings and suicide attempts. It also keeps the medicine out of our water and soil.



Learn more. Visit [doh.wa.gov/you-and-your-family/healthy-home/safe-medication-return](https://doh.wa.gov/you-and-your-family/healthy-home/safe-medication-return). Or call 1-844-482-5322 (1-844-4-TAKE-BACK), TTY 711.





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## Benefits and coverage

# Find what you need

## Information about your Apple Health (Medicaid) benefits and coverage

Find what you need at [uhcommunityplan.com/wa/medicaid](https://uhcommunityplan.com/wa/medicaid) or at our member-only site at [myuhc.com/communityplan](https://myuhc.com/communityplan). You can also use the UnitedHealthcare app. When you use these resources, you will always know where to find your health plan documents. Here is what you will find:

- **Member Handbook** — details about your Apple Health benefit coverage and how to obtain medical and behavioral health care.
- **Provider directory** — a list of medical and behavioral health care providers in our UnitedHealthcare network who are close to you.
- **Preferred drug list (PDL)** — a list of medications covered for eligible Apple Health members.
- **Health risk assessment** — a survey that helps us better understand your health care needs to get you the care you need.
- **Advance directives and physician orders for life-sustaining treatment (POLST)** — information about our policies on these legal documents. Advance directives state your wishes about your future medical and mental health care if you become too ill to make decisions about your care. A POLST is created with your provider and is a plan about your wishes for end-of-life care.
- **Member rights and responsibilities** — a list of your rights and responsibilities as an Apple Health member.
- **Grievances and appeals** — information on how to file a grievance or request an appeal.
- **Practice guidelines** — a list of evidence-based clinical guidelines that assist providers in making decisions about appropriate health care.



**Need help?** You can receive this information in your preferred

language or another format, such as large print, Braille, Sign Language, audio tapes or other devices to assist the hearing impaired at no cost. Interpreters are also available to help you by phone. Call Member Services toll-free at **1-877-542-8997**, TTY **711**, Monday–Friday, 8 a.m.–5 p.m.



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## 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).

**1-877-542-8997, TTY 711**

**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).

**1-877-543-3409, TTY 711**

**Transportation:** Call Member Services to ask about your transportation benefit through the Washington Health Care Authority (HCA). The list of brokers who can arrange transportation can be found at **[hca.wa.gov/transportation-help](https://hca.wa.gov/transportation-help)**.

**Care Management:** This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

**1-877-542-8997, TTY 711**

**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](https://assurancewireless.com/partner/buhc)**

**Quit For Life:** Get help quitting smoking at no cost to you (toll-free).

**1-866-784-8454, TTY 711**

**[myquitforlife.com/uhcwa](https://myquitforlife.com/uhcwa)**

**Healthy First Steps®:** Get support throughout your pregnancy for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711**

**[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

**UHC Doctor Chat:** Connect to a doctor virtually for treatment, prescriptions or answers to your questions. Available 24 hours a day, 7 days a week, at no cost to you.

**[uhcdoctorchat.com](https://uhcdoctorchat.com)**



UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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 can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m. – 5 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 **1-877-542-8997**, TTY **711**.

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 **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntawv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntwam 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡ 1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

ተተሓሔተ ዘሎ ሓበሬታ ብቋንቋኹም እንተዘይኮይኑ፣ ብኽብረትኩም በዚ ዝስዕብ ቁጽረ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀማማት/TTY:711

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕໍ່ຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ຈຳນວນ 1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ឬរូមរ័អ្នកចុង TTY: 711។

Tagalog:

Kung ang nakalaking impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان TTY: 711