



Healing together

We are here for you, Florida

We want to make sure you and your loved ones have everything you need to stay healthy. That includes helping you get medical supplies, emotional support, community services and more.



Medical needs

Medication, medical services or equipment – call Member Services at **1-888-716-8787**, TTY **711** 8 a.m.-7 p.m., Monday-Friday, for help getting any of these or to speak with a Member Advocate. You can also talk to your case manager.

Rides – for transportation to and from the doctor’s office and other medical appointments, call **1-866-372-9891**.

NurseLine – to speak with a nurse 24/7, call **1-877-552-8105**, TTY **711**.

Healthy First Steps® – Pregnant and postpartum members who need help and resources can talk to a nurse. Call **1-800-599-5985**, TTY **711**.

All emergencies – dial **9-1-1**.



Mental health

24/7 crisis support services – Do you feel sad, stressed or overwhelmed because of Hurricane Idalia and disaster-related challenges? Call the Disaster Distress Helpline at **1-800-985-5990** to talk with someone.

24/7 emotional support – the Optum Emotional Support Help Line service is free of charge and open to anyone who wants help dealing with substance abuse, stress or worry. Call **1-866-447-3573**.

24/7 substance use support – call the Mental Illness and Addiction Crisis Line at **1-800-582-8220**, TTY **711**.

See other side for more resources →

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Shelter, food and other help

Disaster recovery resources – call the State Assistance Information Line (SAIL) at **1-800-342-3557**.

FEMA disaster assistance – call **1-800-621-3362** or sign up online at **disasterassistance.gov** to get your FEMA ID and apply for assistance.

Financial and legal matters – call Member Services at **1-888-716-8787**. You may be referred to community resources that can help.

Florida Agency for Health Care Administration – visit **ahca.myflorida.com**. Click Health Care Policy and Oversight Alerts Archive for storm related alerts.

Food assistance – visit **floridadisaster.org/updates**. Click **Feeding Sites** to find a location near you.

General help – call **2-1-1** or visit **211.org** for help with food, housing, employment, health care, counseling and more.

Shelter Assistance – visit **floridadisaster.org/updates**. Click **Shelter Status and Openings** to view currently open general and special needs shelters, and to find a location near you.

UnitedHealthcare app – if you have a smartphone, you can download the app at no additional cost. It can give you on-demand access to your member ID card, details about your prescription medications, network providers, account information and more.

UnitedHealthcare Community Plan of Florida is a Managed Care Plan with a Florida Medicaid contract. The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the Managed Care Plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, premium and/or co-payments/coinsurance may change.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

This information is available for free in other languages, such as letters in other languages, large print, or you can ask for an interpreter. Please contact our customer service number at 1-888-716-8787, TTY/TTD 711, 8 a.m.–7 p.m., Monday–Friday.

Spanish

Esta información está disponible de forma gratuita en otros idiomas como cartas en otros idiomas, letra grande, o puede pedir un intérprete. Por ejemplo, letras en otros idiomas o letra grande. También puede solicitar un intérprete. Por favor, póngase en contacto con nuestro número de servicio al cliente en 1-888-716-8787, TTY/TTD 711, de 8 a.m. a 7 p.m. de lunes a viernes.

Haitian Creole

Enfòmasyon sa a ki disponib pou gratis nan lòt lang tankou lèt nan lòt lang, gwo lèt, oswa ou ka mande yon entèprèt. Tankou, lèt nan lòt lang oswa gwo lèt. Oswa, ou ka mande yon entèprè. Souple kontakte nimewo sèvis Kliyantèl nou nan 1-888-716-8787, 711 TTY/TTD, 8 a.m. rive 7 p.m., Lendi rive Vandredi.