



# Health Talk

Your journey to better health



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Summer 2023

¡Voltee para español!

United  
Healthcare  
Community Plan

## Renew today

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



## Shopping tips

# Stretch your budget

## 4 ways to save at the store

Making delicious and healthy meals for your family doesn't have to cost a lot of money. Here are 4 tips to help you save at the grocery store.

- 1. Plan ahead.** Create a grocery list and stick to it.
- 2. Compare prices.** Look for the best sales and deals at different stores.
- 3. Use coupons.** Some stores will accept coupons on top of sale prices for even more savings.
- 4. Buy canned or frozen fruits and vegetables.** They are often cheaper than buying fresh. And they're just as healthy!



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## Medicaid plans

# Keep your coverage

### Be sure to renew your Medicaid eligibility

Medicaid is a state program. Every state has different rules. One rule they share is that members need to renew each year. You will need to provide information to your state. This will help them decide if you or your family members can still have Medicaid.

Your state will tell you when to renew. They may call it recertification or redetermination. Make sure they can reach you. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your plan.

Keep in mind that Medicaid eligibility requirements may have changed. Some rules made for COVID-19 may not apply anymore. If you find you're no longer eligible for Medicaid, you may be able to stay covered. You may be able to get a new health plan through the ACA marketplace or your job. Find more information at [uhc.com/staycovered](https://www.uhc.com/staycovered).

## Routine vaccinations

### Don't wait to vaccinate

Children and teens need to see their primary care provider each year for a checkup. It's important for their health, and their school may require it.

One of the things the provider will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their vaccines as a baby, there are more shots needed for school-age kids.

Does your child have an appointment for their back-to-school checkup? Talk to their provider about which vaccines they need. The provider can help you understand how vaccines work and why they are important. They can also answer any questions or concerns you may have.





**Men's health**

# Preventive care to keep you healthy

Men face some unique health problems that don't affect women. But many of the top causes of death in men are preventable. You can work with your doctor to control some risk factors. You can also lower your risk with lifestyle. See your doctor every year for a checkup. Ask what screenings and vaccines you are due for.

	Preventive Care	Lifestyle
<b>Heart disease</b>	Get your blood pressure and cholesterol checked. If high, work with your doctor to lower them.	Exercise. Don't smoke. Eat a balanced diet.
<b>Diabetes</b>	Have lab tests for glucose and A1C. If high, work with your doctor to lower them.	Keep a healthy weight. Limit sugar.
<b>Cancer</b>	Get screened for prostate, skin and colorectal cancer. Ask if lung cancer screening is right for you.	Don't smoke. Limit alcohol. Eat high-fiber foods.
<b>Infectious diseases</b>	Get immunized. Get checked for hepatitis and HIV.	Practice safe sex.



**Quit vaping**

# Put down that vape

## E-cigarettes are as unhealthy as regular cigarettes

A 2022 study<sup>1</sup> found that more than 2.5 million teenagers use e-cigarettes, or vapes. This is about 14% of high schoolers and 3% of middle schoolers. Of those, 1 in 4 vape every day, and 85% use flavored products.

People often think e-cigarettes are safer than regular cigarettes. This is not true. Both contain nicotine, which is addictive. One Juul pod has as much nicotine as a whole pack of cigarettes.

E-cigarettes also have toxic chemicals that can damage your child's lungs and brain. Some vaping devices look like USB drives or pens, making it easier for your child to hide them.

Vaping is dangerous for adults, too. While it has some of the same long-term risks as cigarettes, it can also cause sudden lung damage in people of any age. This can be permanent or deadly.

<sup>1</sup> Centers for Disease Control and Prevention (CDC), 2022.





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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).

**1-800-587-5187, TTY 711**

**Our website:** 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](https://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**

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

**1-866-784-8454, TTY 711  
[quitnow.net](https://quitnow.net)**

**Transportation:** Non-emergency medical transportation is a covered benefit. You can arrange for rides to medical, dental or other health-related appointments. Bus tickets need to be requested 7 business days in advance. For van or taxi rides, call at least 2 days before your appointment.

**1-855-330-9131, TTY 711  
8 a.m.–5 p.m., Monday–Friday**

**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).

**1-800-672-2156, TTY 711**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.  
**[liveandworkwell.com](https://liveandworkwell.com)**

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

**Sanvello:** This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose “upgrade through insurance.” Search for and select UnitedHealthcare. Enter the information on your member ID card.  
**[sanvello.com](https://sanvello.com)**

**BH Link:** Mental health support is available 24 hours a day, 7 days a week.  
**401-414-LINK  
(401-414-5465)**



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 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. 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 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: Language assistance services, free of charge, are available to you.  
Call 1-800-587-5187, TTY 711.

**Spanish**

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo.  
Llame al 1-800-587-5187, TTY 711.

**Portuguese**

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma.  
Contacte 1-800-587-5187, TTY 711.

**Chinese**

注意：我們提供免費的語言援助服務。請致電 1-800-587-5187 或聽障專線(TTY) 711。

**French Creole (Haitian Creole)**

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

**Mon-Khmer, Cambodian**

សម្គាល់៖ សេវាកម្មជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានផ្តល់ជូនសម្រាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ  
1-800-587-5187, TTY 711។

**French**

ATTENTION: vous pouvez profiter d'une assistance linguistique sans frais en appelant le  
1-800-587-5187, TTY 711.

**Italian**

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero  
1-800-587-5187, TTY 711.

**Laotian**

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ  
1-800-587-5187, TTY 711.

**Arabic**

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

**Russian**

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону  
1-800-587-5187, TTY 711.

**Vietnamese**

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

**Kru (Bassa)**

TÒ ƉÙŪ NŌMÒ DYĪIN CÁO: À bédé gbo-kpá-kpá bó wudu-dù kò-kò po-nyò bě bìl nǎ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mǎín, dá nǎbà nǎ kɛ: 1-800-587-5187, TTY 711.