



Health Talk

Your journey to better health

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Winter 2023

United
Healthcare
Community Plan

What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get her medication.



Health + Wellness

Controlling asthma

If you have asthma, join the club. About 25 million people in the U.S. have it. There's no cure for asthma, but proper care can help you live a normal life.



You can control your asthma by taking medications as directed by your provider and avoiding any triggers that may cause an attack. Having a written asthma action plan can also help. Your plan should tell you which medicines to take and when to take them. It should help you know if you should stop what you are doing if you don't feel well. The plan also should tell you when to call your provider and when to seek emergency care.

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UnitedHealthcare Community Plan
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Sexual Health

Stay safe

Tips to prevent sexually transmitted infections

Sexually transmitted infections (STIs) are passed from one person to another through sexual contact. Common symptoms affect the genital areas and include pain, itching, sores and unusual discharge.

You can prevent getting and spreading STIs. If you are sexually active, follow these tips for safe sex:

- Use a latex condom for oral, vaginal and anal sex. Every time.
- Ask a new partner if they have had an STI. Offer to get tested. Ask your partner if they will get tested, too.
- Don't have sex if your partner has sores, warts, bumps, redness, discharge or other signs of an STI.
- If you think you have been exposed to an STI, see your primary medical provider right away for a checkup. If you are diagnosed with an STI, tell people you have had sex with that they should see a provider, too.



iStock.com/JLCo - Julia Amaral



Get tested. Testing for STIs is a covered benefit. Learn more by calling Member Services toll-free at the phone number on Page 4.

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. A member with diabetes was having trouble getting medication for her insulin pump. So, she called Member Services.

Member Services worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She even got connected with a care coordinator to discuss her ongoing medical needs. This kind of help from Member Services is available to all members.



Support when you need it. Call Member Services toll-free at the phone number on Page 4. We're here to help.





Did you know?

Your benefits include transportation services to and from your medical visits. Call Member Services toll-free at the phone number on Page 4 to learn more.

Covered Care

Are you due for care?

Screenings and vaccines keep you healthy

Adult preventive care is important. It helps you stay healthy. Preventive care includes routine screenings and vaccines. Here are some you may be due for.



Blood pressure screening

Keeping your blood pressure in check is important. Adults should have their blood pressure looked at during each health care visit.



Diabetes screening

Having diabetes can cause other health problems. Adults between the ages of 40 and 70 who are overweight or obese should be screened.



Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. There are a few ways to get screened. These include colonoscopy or at-home tests.



Influenza (flu) vaccine

All adults should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



COVID-19 vaccine

The Centers for Disease Control and Prevention (CDC) recommends everyone stay up to date with their COVID-19 vaccines. If you have not gotten the COVID-19 vaccine yet, you should get 2 primary doses. If you received the COVID-19 vaccine already, updated booster shots are available. They protect you from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



Tetanus, diphtheria, pertussis (Tdap) vaccine

Adults who have never received the Tdap vaccine should get a dose of Tdap. Adults who have received a Tdap shot should get a booster dose every 10 years.



Check it out. Checklists to help you prepare for your visit are available. Visit adultwellnessvisit.myuhc.com.



Steve Nagy/stock.adobe.com

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).
1-800-832-4643, 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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).
1-800-832-4643, TTY 711

UHC Doctor Chat: As a member of UnitedHealthcare, you can video chat with a doctor for free. Skip the waiting room and connect to doctors in seconds with the UHC Doctor Chat app.
uhcdoctorchat.com

Quit tobacco use: Reach out to the Indiana Quit Line to receive coaching and supplies.
1-800-QUIT-NOW (1-800-784-8669)

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

Transportation: Call Member Services to ask about rides to and from your medical visits. To schedule a ride, call at least 3 business days before your appointment.
1-800-832-4643, TTY 711

Alternative Healing: There is a \$100 annual reimbursement for alternative healing to members providing evidence of purchases and/or services such as herbal medications/herbal remedies, vitamins and minerals, therapeutic massage or acupuncture.

Essentials Boxes: Fill out a quick social needs survey with Member Services and ask about this box. This free box is filled with groceries and cleaning supplies. We ship it right to your home within 3 weeks.

Free Fitness Program: Members 18 and older qualify for our One Pass fitness membership. You can go to more than 400 Indiana fitness centers. You also have access to 20,000 online workouts. We also offer members of all ages an at-home fitness kit. Call Member Services to have one sent out.
rallyhealth.com/onepassin



Contract services are funded under contract with the State of Indiana. 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 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, 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 Member Services at **1-800-832-4643**, TTY **711**.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**