



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 their medication.



Health + Wellness

What is WIC?

Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit fns.usda.gov/wic to learn more and see if you or your children are eligible.



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Dinner time. Make a soup with pantry staples. Visit uhc.care/wintersoup for easy ideas.

UnitedHealthcare Community & State
13655 Riverport Drive
Maryland Heights, MO 63043

UNHC-068-MO-CAID

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Mental Health

Follow up is important

Help after you leave the hospital

Have you stayed in the hospital for a mental illness? It is important to have a follow-up visit after you go home.

You should have a follow-up visit with a mental health provider within 7 days. If you can't do that, then see a provider within 30 days. A follow-up visit is important so you can:

- Lower your risk of going back to the hospital
- Make sure you are taking medications correctly
- Make sure your medication is working
- Get support for your mental health progress

Need help finding a provider or making an appointment? We can help. Call Member Services toll-free at the phone number on Page 4.



istock.com/SDI Productions

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. Our Member Services team can help you get what you need for your child.

A member was having trouble getting medication. So, they called Member Services for help.

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

The member was very thankful for the help. They now know they can contact the case manager for any future 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 may include transportation services to and from your medical visits and gas mileage reimbursement. Call MTM at the phone number on Page 4 to learn more.

Covered Care

Is your child due for care?

Screenings and vaccines keep your family healthy

Preventive care is important. It helps your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your child may be due for.



Lead screening

Lead poisoning can cause growth and developmental problems. Children between 6 months and 6 years old need to get checked for lead poisoning.



Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



Dental checkups

Children should see a dentist every 6 months for a cleaning and a checkup. Dentists can give your child fluoride varnish. This protects their teeth from cavities.



Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Influenza (flu) vaccine

Children 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late for your child to get one this flu season.



COVID-19 vaccine

The CDC recommends that children 6 months and older should get all primary series doses of the COVID-19 vaccine. Children 5 and older should also get a booster dose. An updated booster shot is available. It protects your child from getting really sick from more recent variants of the virus. Your child should wait to get a booster at least 2 months after their last COVID-19 vaccine. Or wait 3 months after the last time they had COVID-19.



Check it out. Checklists to help you prepare for your child's visit are available. Visit childwellnessvisit.myuhc.com.



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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).

1-866-292-0359, 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

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).

1-866-351-6827, TTY 711

Go digital: Sign up for email, text messages and digital files to receive your child's health information more quickly.

myuhc.com/communityplan/preference

Transportation benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement: Call MTM.

1-844-529-1801, TTY 711

Monday–Saturday, 6 a.m.–5 p.m.

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

1-866-292-0359, TTY 711

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

uhchealthyfirststeps.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

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

liveandworkwell.com

Member Rights and Responsibilities: To see member rights and responsibilities, please refer to member resources at: **uhccommunityplan.com/mo/medicaid/mo-health-net**.



UnitedHealthcare Community Plan does not treat members differently because of race, color, national origin, sex, age or disability.

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com
1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Get complaint forms 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

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359**, **TTY 711**.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359**, **TTY 711**.

Traditional Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-292-0359**，**TTY 711**。

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359**, **TTY 711**.

Serbo- Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359**, **TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359**, **TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا. اتصل على الرقم

1-866-292-0359 ، الهاتف النصي **711** .

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711** 로 전화하십시오.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

Pennsylvania Dutch

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

Amharic

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