



# HealthTalk

Your journey to better health



## What's inside

**It's time for your annual flu shot.**  
Our flu shot location finder makes it easier to find where to get one.  
Learn more on page 2.

## Medicaid Renewal

### Take action

#### What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when its time. 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. It is important to 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://www.uhc.com/staycovered).

## Fight the flu

### It's time for your annual flu shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older.

#### Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, your symptoms will be less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.

#### Get your flu shot today.

There is no cost to you. We have an online tool that makes it easier to schedule one. Visit [myuhc.com/findflushot](https://myuhc.com/findflushot).



## Everyday life

## Ready, set, quit

### Help to quit smoking for good

It's no secret that it is hard to quit smoking and you might not know where to begin. Regardless of what stage of life you are in, a teenager, an expectant mom or an adult, quitting smoking is one of the most important actions you can take to improve your health. This is true no matter how long you have been smoking.

With the right support, you can more than double your chances of quitting for good.<sup>1</sup> Here are some ways to get help:

- Support from a counselor can be given by phone, one-on-one or in a group.
- Nicotine replacement helps relieve withdrawal symptoms. Choose from gums, patches, sprays, inhalers or lozenges.
- Medications that work on chemicals in the brain to break your addiction.

## Disease Management

## Improve your COPD symptoms

More than 16 million Americans have chronic obstructive pulmonary disease (COPD).<sup>1</sup> It causes coughing, wheezing, shortness of breath and increased mucus. It is more common for people over age 65.

COPD has to be diagnosed by a health care provider. If you have it, there are many ways you can improve your symptoms. Quitting smoking and taking medication can both help.

It is also important to take your medicine as prescribed. It will help you feel better. It can also help prevent "flare-ups" that make it hard to breathe.

## Transitions of care

# Follow-up care is important

## What to do after getting home from the hospital

The time immediately following a hospitalization or emergency room visit can be overwhelming. Take these steps to help ease this transition:

1. Understand your discharge instructions. Your nurse or provider should review these with you before you leave the hospital. Ask questions about anything you don't understand.
2. Fill any new prescriptions. While at the pharmacy, ask the pharmacist to review your entire list of medications for any possible drug interactions.
3. Make a follow up appointment with your Primary Care Provider (PCP) or behavioral health provider within 7 days following your discharge. Bring a copy of your discharge instructions and a list of any new medications prescribed to you.



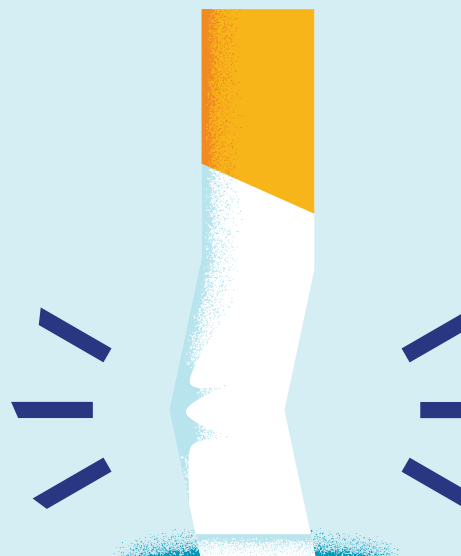
**Ask for support.** Many people need extra help during this time. Asking for support from others may be just what you need for a speedy recovery. UnitedHealthcare offers case management services. For more information, or if you need help scheduling a follow up appointment, please call the Member Services number toll-free at the number on page 4.

## The path to quit starts now

If you've thought about quitting tobacco, Quit for Life<sup>®</sup> on Rally Coach<sup>™</sup> can help. Get all the tools and online resources you need to quit – and stay quit – at no additional cost.

- **Get coach support.** Connect with a coach who will help guide you at every step.
- **Access anytime, anywhere.** Manage triggers with coach-led group sessions, text support and more.
- **View quit recommendations.** Get real-life tips with recommended daily goals, articles and videos.

Get started at [quitnow.net/UHCLACommunityPlan](https://quitnow.net/UHCLACommunityPlan) or call **1-866-Quit-4-Life**, TTY 711.



# We're here to help

## Member Services:

**1-866-675-1607, TTY 711** (toll-free)

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.

## Our website: [myuhc.com/communityplan](https://myuhc.com/communityplan)

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.

## UnitedHealthcare app:

**Download on the App Store® or Google Play™**

Access your health plan information on-the-go.

## Go digital:

**[myuhc.com/communityplan/preference](https://myuhc.com/communityplan/preference)**

Sign up for email, text messages and digital files to receive your health information more quickly.

## NurseLine:

**1-877-440-9409, TTY 711** (toll-free)

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you.

## Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)

Ease stress and boost your mood with this Self Care app that gives you emotional health tools like meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

## Crisis Line: **1-866-232-1626, TTY 711**

Call when you are experiencing a behavioral health crisis. This service is available 24 hours a day, 7 days a week. Once the emergency is resolved, we will connect you to treatment and additional support services.

## Transportation: **1-866-726-1472, TTY 711**

Call to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 2 business days before your appointment.

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## Live and Work Well: [Liveandworkwell.com](https://Liveandworkwell.com)

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

## Community Connector:

**[uhc.care/HTCommConnector](https://uhc.care/HTCommConnector)**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

## Quit For Life:

**1-866-784-8454, TTY 711** (toll-free).

**[quitnow.net/UHCLACommunityPlan](https://quitnow.net/UHCLACommunityPlan)**

Get help quitting smoking at no cost to you.

## Free smartphone: [assurancewireless.com](https://assurancewireless.com)

Get a LifeLine phone with text, data, and voice.

## Healthy First Steps®:

**1-800-599-5985, TTY 711** (toll-free)

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care.

## Care Management:

**1-866-675-1607, TTY 711** (toll-free)

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more. UnitedHealthcare also offers its Members free Medical and Behavioral Case Management Services to help with their health care needs.

## Value-added Benefits:

**1-866-675-1607, TTY 711** (toll-free)

UnitedHealthcare offers eligible members value-added benefits and rewards for completing health needs assessments, completing well visits, gym memberships, and more.



**Discrimination is against the law.** The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, ethnicity, color, religion, marital status, sex, gender, sexual orientation, age, education, poverty status, rural/urban setting, national origin, disability, political affiliation, veteran status, ancestry, health history, health status or need for health care services, or any other non-merit factor.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

**Civil Rights Coordinator**  
**UnitedHealthcare Civil Rights Grievance**

P.O. Box 30608  
Salt Lake City, UT 84130

Email: **[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **[hhs.gov/civil-rights/filing-a-complaint/index.html](https://hhs.gov/civil-rights/filing-a-complaint/index.html)**

By mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-866-675-1607**, TTY **711**, 7 a.m.–7 p.m., Monday–Friday.

# 1-866-675-1607, TTY 711

**Spanish:** ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

**French:** ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

**Vietnamese:** CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

**Chinese:** 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

**Arabic:** تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجانًا. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

**Tagalog:** ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

**Korean:** 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

**Portuguese:** ATENÇÃO: a tradução e outros serviços de assistência linguística estão disponíveis sem qualquer custo para si. Se precisar de ajuda, contacte o número indicado acima.

**Laotian:** ຄຳຂໍສອບ: ມີບໍລິການຊ່ວຍເຫຼືອໃນການແປພາສາ ແລະ ພາສາອື່ນໆໃຫ້ແກ່ທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍໃດໆ. ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີຂ້າງເທິງ.

**Japanese:** 注意：ほん訳やその他の言語サポートサービスを無料でご利用いただけます。サポートが必要な場合は、上記の番号までお電話ください。

**Urdu:** توجہ فرمائیں: ترجمہ اور زبان سے متعلق دیگر امدادی خدمات آپ کے لیے بغیر کسی قیمت کے دستیاب ہیں۔ اگر آپ کو مدد کی ضرورت ہے تو، براہ کرم اوپر دیئے گئے نمبر پر فون کریں۔

**German:** HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

**Persian:** توجه: خدمات ترجمہ و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، شماره بالا تماس بگیرید.

**Russian:** ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

**Thai:** โปรดทราบ: มีบริการแปลและบริกรช่วยเหลืออื่น ๆ ด้านภาษาให้สำหรับคุณโดยไม่มีค่าใช้จ่ายใด ๆ หากคุณต้องการความช่วยเหลือ โปรดโทรติดต่อหมายเลขด้านบนนี้