



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.

Covered care

Dr. Chat

Manage your health on the go

Skip the waiting room and chat with a primary care provider (PCP) on UHC Doctor Chat, at no cost to you.

PCPs are available 24 hours a day, 7 days a week and can answer questions big or small. Get the answers, treatment and follow-up care you need, when you need it.



Download the app today on the App Store® or Google Play™ or learn more at UHCDoctorChat.com.

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.



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.

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.¹ 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).¹ 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.



If you need help scheduling a follow up appointment, please call the Member Services number toll-free at the number on page 4.

¹Centers for Disease Control and Prevention (CDC)

We're here to help

Member Services: 1-800-903-5253, TTY 711

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).

Our website: myuhc.com/communityplan

Our website keeps all your health information in one place. Find a health care provider, view your benefits or see your member ID card, and more.

UnitedHealthcare app:

Download on the App Store® or Google Play™

Access your health plan information on-the-go.

UHC Doctor Chat: Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

Skip the waiting room and connect to Primary Medical Providers (PMPs) in seconds with the UHC Doctor Chat app. PMPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

Michigan Tobacco Quitline:

1-800-784-8669, TTY 711

michigan.quitlogix.org/en-us

Get help quitting smoking at no cost (toll-free).

Transportation: 1-877-892-3995

modivcare.com | Download the Modivcare app on the App Store® or Google Play™

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 4 business days before your appointment. You also may be able to get money for gas.

Care Management: 1-800-903-5253, TTY 711

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 (toll-free).

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Live and Work Well: liveandworkwell.com

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

Assurance Wireless:

assurancewireless.com/partner/buhc

Get unlimited high-speed data, minutes and texts each month. Plus an Android™ smartphone at no cost to you.

Healthy First Steps®: 1-800-599-5985, TTY 711

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

Self Care by AbleTo: 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.

Go digital:

myuhc.com/communityplan/preference

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

Community Connector:

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.

Expressable: expressable.com/united

Partner with a licensed and experienced speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.



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, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression.

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**

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**

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 **1-800-903-5253**, TTY **711**, 8:30 a.m.–5:30 p.m. EST, Monday–Friday.

1-800-903-5253, 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.

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

Chinese: 注意：您可以免費獲得翻譯和其他語言協助服務。如果您需要幫助，請撥打上述電話號碼。

Amharic: ማሳሰቢያ፡- የትርጉም እና ሌሎች የቋንቋ ድጋፍ አገልግሎቶችን ያለ ምንም ወጪ ማግኘት ይችላሉ። እርዳታ ከፈለጉ እባክዎ ከላይ ባለው ቁጥር ይደውሉ።

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.

Albanian: VINI RE: Shërbimet e përkthimit dhe të tjera të ndihmës me gjuhën janë në dispozicion pa asnjë kosto për ju. Nëse keni nevojë për ndihmë, ju lutemi telefonojinni numrit më sipër.

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

Bengali: মনোযোগ দিন: অনুবাদ এবং অন্যান্য ভাষা সহায়তা পরিষেবাগুলি আপনার জন্য বিনা খরচে পাওয়া যায়। আপনার সাহায্যের প্রয়োজন হলে অনুগ্রহ করে উপরের নম্বরে কল করুন।

Polish: UWAGA: tłumaczenia i inne formy pomocy językowej są dostępne bezpłatnie. Aby uzyskać pomoc, proszę zadzwonić pod powyższy numer.

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

Italian: ATTENZIONE: La traduzione e i servizi di assistenza in altre lingue sono disponibili a titolo gratuito. In caso di necessità, chiamare il numero indicato sopra.

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。

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

Serbian: PAŽNJA: Usluge prevođenja i druge jezičke usluge dostupne su vam besplatno. Ako vam je potrebna pomoć, pozovite gore navedeni broj.

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.