



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.



Pneumococcal Pneumonia

Why getting vaccinated is important

The most common type of bacterial pneumonia is called pneumococcal pneumonia. It can be serious and symptoms may come on quickly. They can include:

- Cough
- Fatigue
- High Fever
- Shaking chills
- Chest pain with difficulty breathing

Pneumococcal pneumonia is common in young children, but older adults are at the greatest risk of serious illness and death.

The CDC recommends pneumococcal vaccines for:

Children

- All children younger than 5 years old
- Children 5 through 18 years old with certain risk conditions

Adults

- All adults 65 years or older
- 19 through 64 years old with certain risk conditions



Talk to you or your healthcare provider to learn more or to receive your vaccination.

Source: The Centers for Disease Control and Prevention

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.



¹Centers for Disease Control and Prevention (CDC)

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 6.

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.

Extra support

Ready, set, quit

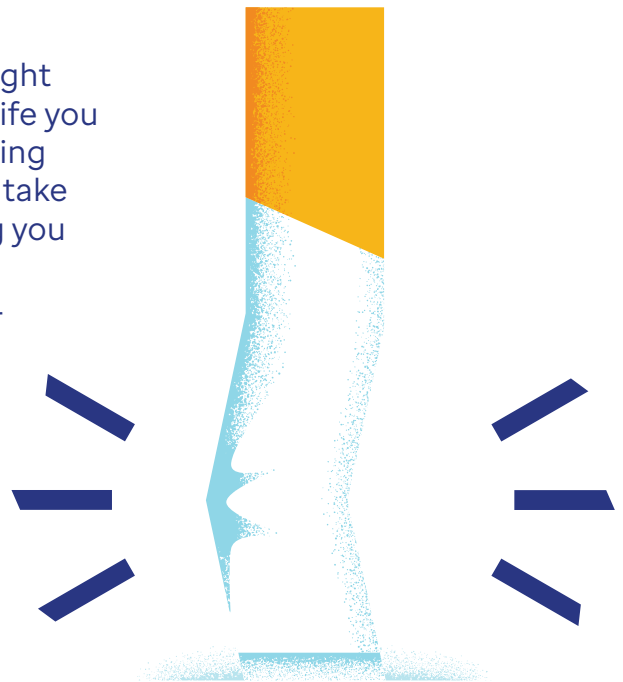
Help to quit smoking for good

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.

¹Centers for Disease Control and Prevention (CDC)





Extra support

Domestic violence and aging adult abuse

Resources and support are available

Domestic violence happens to people of all ages. It can affect anyone. This means older adults and adults with disabilities can experience domestic violence.

Abusers use many tactics to gain power and control. Some examples are:

- Making health conditions worse.
- Making the survivor question their memory.
- Withholding supplies, medications, or devices like hearing aids or eyeglasses.
- Threatening to put the survivor into a nursing home.
- Claiming no one else will care for them.

Not every person who experiences domestic violence wants to end the relationship. For some survivors, leaving may not be possible. There can be many barriers to ending the relationship. Planning for safety is important.

Local domestic violence programs can offer support and information to all survivors. These programs offer more than emergency shelter. They are resources for those seeking help. They can also help people who want to learn more about domestic violence in later life.

- Find your local domestic violence program by visiting uhc.care/PA_Domestic_Violence_Coalition. Services offered by these programs are at no cost and are confidential.
- The Area Agency on Aging County Offices may also offer support and help. County based offices can be found at uhc.care/PA_Aging_Resources.
- The Pennsylvania Link can also connect older adults to resources. Call toll-free **1-800-753-8827** or visit uhc.care/PA_Aging_Carelink.
- For the National Domestic Violence Helpline call toll-free **1-800-799-SAFE (7233)** or visit thehotline.org. All calls are confidential.

We're here to help

Member Services: 1-800-414-9025, TTY/PA Relay **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.

Go Digital:

myuhc.com/communityplan/preference

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

NurseLine: 1-844-222-7341, TTY/PA Relay **711**

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

Special Needs Unit: 1-877-844-8844,

TTY/PA Relay **711**. Get support for ongoing physical, developmental, emotional or behavioral conditions.

Medical Assistance Transportation Program (MATP): 1-800-414-9025, TTY/PA Relay **711**

MATP provides nonemergency transportation to medical and pharmacy visits. MATP in your county will determine your need for the program. Call Member Services to arrange transportation.

Suicide & Crisis Lifeline: For help, call **988**.

Pennsylvania Tobacco QuitLine:

1-800-QUIT-NOW (784-8669),

TTY/PA Relay **711** | pa.quitlogix.org

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

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).

Doula care: 1 800 443 1798 Option 5,

TTY/PA Relay **711**. Provides nonclinical emotional, physical and informational support to pregnant individuals and new parents. Studies show that help from nonclinical providers within Medicaid populations, such as doulas, is associated with lower cesarean rates, fewer obstetric interventions, fewer complications and higher rates of breastfeeding.

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.

Care Management: 1-800-414-9025,

TTY/PA Relay **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).

Gym membership: uhccp.com/onepasspa

Get access to a network of gyms and fitness locations; live, digital fitness classes; and on-demand workouts. Available at no extra cost to eligible members. Bring a caregiver to the gym with you at no extra cost. Must be age 18 or older.

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, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

You have the right to file a 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, or email at:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

Email: **UHC_Civil_Rights@uhc.com**

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675

Phone: **717-787-1127**, TTY/PA Relay **711**

Fax: **717-772-4366**, or

Email: **RA-PWBEOAO@pa.gov**

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 aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified 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 **1-800-414-9025**, TTY/PA RELAY **711**.

1-800-414-9025, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

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.

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

Chinese (Simplified): 请注意：您可以免费获得翻译和其他语言帮助服务。如果您需要帮助，请拨打上述电话号码。

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.

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

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिए न्छ भने कृपया माथ को नम्बर फोन गर्नुहोस्।

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

Cambodian: សម្គាល់៖ ប្រតិបត្តិការ និងសេវាជំនួយភាសាផ្សេងទៀត គឺអាចរកបានដោយឥតគិតថ្លៃចំពោះរូបអ្នក។ ប្រសិនបើអ្នកត្រូវការជំនួយ សូមហៅទូរសព្ទទៅលេខខាងលើ។

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.

Burmese: သတိပေးရန်- သင့်အတွက် အခကြေးငွေ ကုန်ကျမှု မရှိဘဲ ဘာသာပြန်ဆိုခြင်းနှင့် အခြားသော ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများကို ရယူနိုင်ပါသည်။ အကူအညီလိုအပ်ပါက အထက်ပါဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

Haitian Creole: ATANSYON: Gen tradiksyon ak lòt sèvis èd pou lang ki disponib gratis pou ou. Si w bezwen èd, tanpri rele nimewo ki mansyone anwo a.

Portuguese (Brazil): ATENÇÃO: Serviços de tradução e outros serviços de assistência linguística estão disponíveis sem nenhum custo para você. Se precisar de ajuda, ligue para o número acima.

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।

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

Gujarati: ધ્યાન આપો: ભાષાન્તર અને અન્ય ભાષા સહાય સેવાઓ તમારા માટે કોઈપણ ખર્ચ વિના ઉપલબ્ધ છે. જો તમને મદદની જરૂર હોય, તો કૃપા કરીને ઉપરના નંબર પર કૉલ કરો.