



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

Apple Health (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 Washington Health Care Authority can reach you when it is time to renew. Email your current address, email and phone number to AHUpdateMyInfo@hca.wa.gov or call us at **1-877-542-8997**. 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.

¹Centers for Disease Control and Prevention (CDC)

UnitedHealthcare Community Plan (UHC) invites you to join our new Community Advisory Council.

As a Council member, you will work with UHC, other Apple Health members, and community partners to advise UHC on improving quality of care, member experience, health equity, and other topics. The Council will start in early 2025 and meet four times a year. The meetings will be held virtually on Zoom.



To learn more about the Community Advisory Council please email us at uhc_communitywa@uhc.com (include your name, UHC member ID, preferred contact information).

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.

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)

Has your child been tested for lead poisoning?

The Washington State Department of Health recommends that children between the ages of 12 months - 6 years get a blood test for lead exposure. Lead is a poisonous metal that can be found in homes. It is harmful to children.

High lead levels can affect a child’s growth and development. It can cause brain and kidney damage. It can also cause difficulty for children to learn and pay attention, behavior problems, and problems with hearing and speech.

Possible sources for lead exposure in children include old paint chips, lead dust particles, handmade pottery, soil, dirt, imported spices, toys, jewelry, and water.

Most children who have lead poisoning do not look or act ill. The only way to know if a child has been exposed to lead is with a blood test.

Contact your child’s primary care provider (PCP) to ask for a lead screening blood test. The name and phone number of your child’s PCP is on their UHC member ID card. The test is covered, for eligible children, by Apple Health at no cost to you. Children can also get a lead screening blood test at your county Public Health department.



For more information on lead testing, go to uhc.care/WA_State_Lead_Testing.

Member resources

Find what you need

Here's where to go to find information about your Apple Health benefits and coverage:

- Apple Health (Medicaid) Members – UHCCP.com/wa/imc
- Apple Health Expansion Members – UHCCP.com/wa/ahe
- You can also log into our Member-only site at myuhc.com/communityplan or use the UnitedHealthcare App available for download in the App Store® or Google Play™.

When you use these resources, you will always know where to find your health plan documents. Here is what else you will find:

- **Member Handbook** – details about your Apple Health benefit coverage and how to obtain medical and behavioral health care.
- **Provider directory** – a list of medical and behavioral health care providers in our UnitedHealthcare network who are close to you.
- **Preferred drug list (PDL)** – a list of medications covered for eligible Apple Health members.
- **Health risk assessment** – a survey that helps us better understand your health care needs to get you the care you need.
- **Advance directives and physician orders for life sustaining treatment (POLST)** – information about our policies on these legal documents. Advance directives state your wishes about your future medical and mental health care if you become too ill to make decisions about your care. A POLST is created with your provider and is a plan about your wishes for end-of-life care.
- **Member rights and responsibilities** – a list of your rights and responsibilities as an Apple Health member.
- **Grievances and appeals** – information on how to file a grievance or request an appeal.
- **Practice guidelines** – a list of evidence-based clinical guidelines that assist providers in making decisions about appropriate health care.

Need help? You can receive this information in your preferred language or another format, such as large print, Braille, Sign Language, audio tapes or other devices to assist the hearing impaired at no cost. Interpreters are also available to help you by phone. Call Member Services toll-free at the number on page 6.



We're here to help

Member Services: 1-877-542-8997, 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.

NurseLine: 1-877-543-3409, TTY 711

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

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.

Quit for life: 1-866-784-8454, TTY 711
myquitforlife.com/uhcwa

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

Transportation: 1-877-542-8997, TTY 711
hca.wa.gov/transportation-help

Call Member Services to ask about your transportation benefit through the Washington Health Care Authority (HCA).

Live and Work Well: liveandworkwell.com

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

Care Management: 1-877-542-8997, 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).

Assurance Wireless: Call 1-888-321-5880,

TTY 711, to get an application mailed to you.

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 (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.

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.

UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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, UT 84130

UHC_Civil_Rights@uhc.com

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

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

Online:

<https://www.hhs.gov/civil-rights/filing-a-complaint/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 free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call **1-877-542-8997**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወይ UnitedHealthcare Community Plan ደድውሉ፡-1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

ተተሓሔዙ ዘሎ ሓበሬታ ብቋንቋኹም እንተዘይኮይኑ፣ ብኸብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡ 1-877-542-8997፣ ንፀማማት/TTY:711

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទទម្រង់ UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ឬទូរស័ព្ទ TTY: 711។

Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان TTY: 711