



Health Talk



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Winter 2022

United
Healthcare®
Community Plan

Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

Exercise ideas

Stay active this winter

We all know exercise is important, but not everyone has the time or money to go to the gym. For a good workout at home, try these simple exercises:

- Classic exercises, such as sit-ups, push-ups, lunges, squats and climbers
- Low-impact weightlifting — if you don't have weights, use everyday objects that are comfortable for you to lift
- Yoga — all you need is a soft mat to sit and lie on



Try an easy at-home workout.
Learn some simple yoga moves at healthtalkyoga.myuhc.com.

UnitedHealthcare Community Plan
P.O. Box 219359
Kansas City, MO 64121-9359

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**Healthy mind,
healthy body**

Is your phone use healthy?

Being too tied to your phone is a common problem for Americans. A 2021 study found that the average American home has 25 connected devices. While these devices can be useful and fun, they can also demand a lot of your time.

The use of your phone can be similar to an addiction or other compulsive behavior. It can release the same feel-good chemicals in your brain as food or drugs. Here are some behaviors to look out for:

- Waking up at night to check your phone
- Immediately checking your phone when alone or bored
- Feeling anxious or upset when you can't access your phone
- Seeing that others are concerned about your phone use
- Having it affect your job or relationships

If any of these behaviors describes you, try to reduce the amount of time spent on your phone. Turn off notifications so you aren't as tempted. Keep your phone in a separate room while it charges. When you spend less time on your phone, you can spend more quality time with your family and friends.

Smile

The foods you eat can be good for your teeth

Taking care of your teeth is important. Certain vitamins and minerals — like calcium, vitamin C and vitamin A — are good for your teeth. Here are some foods to incorporate into your diet to help keep your teeth strong and healthy:

- Beans
- Canned tuna
- Cheese
- Cherries
- Dark leafy greens
- Grapefruit
- Lemon
- Nuts
- Oranges
- Salmon
- Seeds
- Yogurt

In addition to eating healthy, it's important to get preventive dental care. Regular checkups with a dentist will help keep your teeth and gums healthy, which can help you look and feel better.



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Learn more. To learn more about the dental benefits your health plan offers, call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.

Quitting time

By quitting smoking, you can feel better and improve your overall health. You can also save money for things that matter.

Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a provider
- Talking to a counselor
- Following an action plan
- Using nicotine replacement products

Visit myuhc.com/communityplan for information on your smoking cessation benefits. You can also get support from Quit Now Kentucky at quitnowkentucky.org or **1-800-QUIT-NOW (784-8669)**, TTY 711.



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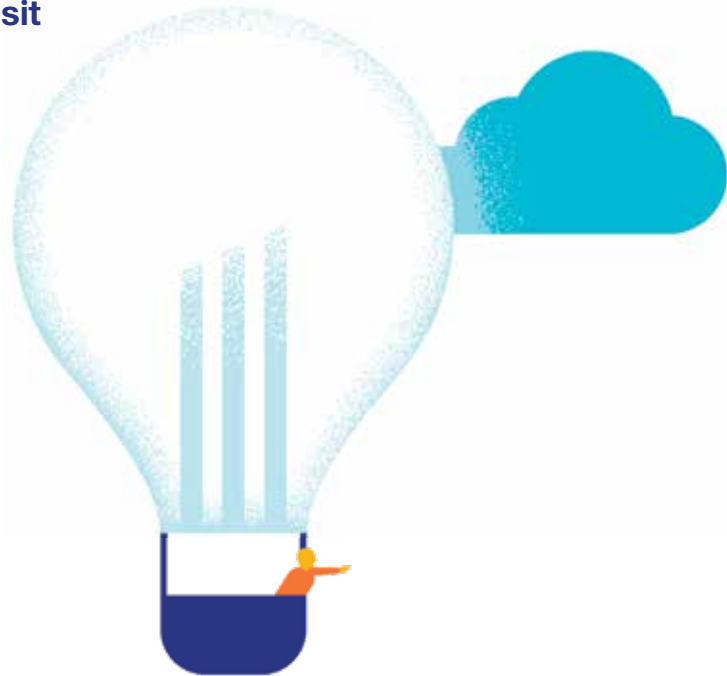
Checking in

Questions to ask at your annual wellness visit

Is it time to schedule your annual wellness visit? It's important to check in with your provider and get recommended preventive care every year.

Asking questions can help you get the most out of your visit. Here are some questions you may want to ask your provider:

- Which vaccines do I need? When should I get a flu shot? When should I get the COVID-19 vaccine?
- Which screenings or medical tests do I need?
- Does my family history raise my risk for any health problems?
- What are some steps you think I should take to stay healthy?
- How should I contact you if I have any questions after this visit?



Time for a checkup. Need to find a new provider? We can help. Visit myuhc.com/communityplan and search the provider directory.

Did you know?

Annual care checklists to help you prepare for your visit are available: adultwellnessvisit.myuhc.com
childwellnessvisit.myuhc.com



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Have a healthy pregnancy

Tips for expectant mothers

If you are pregnant, it's important to take care of yourself to keep both you and your baby healthy. Here are 4 tips for expectant mothers.

- 1. Keep all prenatal appointments with your provider.** Start seeing your provider as soon as you suspect you are pregnant and then once a month during weeks 4 to 28 of your pregnancy. Then go every 2 weeks from weeks 28 to 36. For the last month, see your provider every week.
- 2. Take prenatal vitamins.** They help your baby grow healthy and strong. Read the label and make sure your prenatal vitamin has folic acid, iron, calcium and a B vitamin in it.
- 3. Keep moving.** Exercise is always important, but it's especially so during pregnancy. It can help lower stress, strengthen muscles and reduce fatigue. Daily walks are an easy way to keep moving.
- 4. Connect with available resources to support your pregnancy.** Sign up for our Healthy First Steps® program today to start earning rewards for having a healthy pregnancy. Visit uhhealthyfirststeps.com to enroll after your first provider appointment. Or call **1-800-599-5985**, TTY **711**, for more information.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-866-293-1796, TTY 711

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-800-985-3856, TTY 711

Quit Now Kentucky: Get help quitting smoking at no cost to you (toll-free).

1-800-QUIT-NOW

(784-8669), TTY 711

quitnowkentucky.org

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

uhhealthyfirststeps.com

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

liveandworkwell.com



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You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796**, TTY **711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796**, TTY **711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-866-293-1796**, TTY **711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

Chinese: 如果英文不是您的母語，我們可以提供協助。請致電 **1-866-293-1796**、**聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

Vietnamese: Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-866-293-1796**, TTY **711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

Korean: 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-866-293-1796**, TTY **711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

French: Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-866-293-1796**, ATS **711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

Arabic:

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-866-293-1796**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

Russian: Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-866-293-1796, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

Tagalog: Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-866-293-1796, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

German: Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-866-293-1796, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

Japanese: 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-866-293-1796, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

Somali: Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeeyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

Swahili: Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mema kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

Pennsylvania Dutch: Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

Croatian: Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

Nepali: यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

Serbian: Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.

Notice of non-discrimination

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 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 by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

Phone: Toll-free **1-800-368-1019, 1-800-537-7697** (TDD).