



HealthTalk

Your journey to better health



What's inside

Turn to page 2 and learn about **3 digits that could save a life.**

Covered care

Save money at the pharmacy

Over-the-counter (OTC) benefits

Do you purchase OTC products? These are items you can buy without a prescription. They include cold and allergy meds, pain relievers, vitamins, first-aid cream, and other products.



Your benefits may lower the cost of OTC items. Call Member Services at the phone number on page 4 to learn more.

3 digits could save a life

Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.¹ Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the 988 Suicide & Crisis Lifeline for support from a trained crisis counselor.

¹ Source: Centers for Disease Control and Prevention (CDC)



Covered care

Want to feel calmer and happier?

Get AbleTo's Self Care app at no cost

Ease stress and boost your mood with this Self Care app. The Self Care app gives you emotional health tools to help you feel better, such as meditations, breathing exercises, videos, blogs and more. You'll also get personalized content. Get started today. Visit ableto.com/begin.

Dental health

Diabetes and your dental health

High blood sugar can make it harder to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



If you need help finding a dentist or getting an appointment, we can help. Call Member Services at the phone number on page 4 to learn more.

Member experience

A helping hand

When you have issues with your health coverage, we're here to help

A member with diabetes was having trouble getting medication for her insulin pump. She called Member Services, who worked with the doctor's office and pharmacy to approve the request. The member got her medicine and was thankful for the help. She now knows she can contact the case manager for any future needs. We're here to help and support you, too. Call Member Services at the phone number on page 4 to learn more.

Know your risk and take action

The CDC says that breast and cervical cancers are 2 of the most common types of cancer in women. Here are some factors that may increase your risk.

Breast cancer risk factors

- Are age 50 or older
- Have a mother, sister or daughter (first-degree relative) who has had breast cancer
- Have inherited changes to certain genes, such as BRCA1 and BRCA2
- Are not physically active
- Drink alcohol or smoke
- Started your period before age 12 or started menopause after age 55

Cervical cancer risk factors

- Have been infected with human papillomavirus (HPV)
- Smoke
- Have HIV (the virus that causes AIDS)
- Have had many sexual partners

Help prevent cervical cancer by getting vaccinated against HPV



Talk to your provider about screening for breast cancer and cervical cancer.

If you need to find a provider, we can help. Call Member Services at the phone number on page 4 to learn more. Or visit myuhc.com/communityplan.

Disease Management

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

Our disease management program can help you take charge of your health.

Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell



We're here to help

Member Services: 1-888-980-8728, TTY 711
7:45 a.m.–4:30 p.m. HST, Monday–Friday
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: 1-888-980-8728, 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 Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small. Download the UHC Doctor Chat app or learn more at UHCDoctorChat.com.

Transportation:
1-866-475-5746, TTY 1-866-288-3133
You may be able to get rides to and from your medical and pharmacy visits. To schedule a ride, call ModivCare at least 2 business days before your appointment (toll-free).

Hapai Malama: 1-888-980-8728
Monday-Friday, 7:45 a.m.-4:30 p.m.
If you are pregnant, our program is available to provide rewards and support for you and your baby. Contact us toll-free.

Quit For Life:
1-866-784-8454, TTY 711 | quitnow.net
Get help quitting smoking at no cost to you (toll-free).

Care Management: 1-888-980-8728, 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).

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

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.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

UnitedHealthcare Community Plan provides 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)

UnitedHealthcare Community Plan provides 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, contact us toll-free at **1-888-980-8728, TTY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare
Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. (TTY: **711**).

(Cantonese) 您需要其它語言嗎? 如有需要, 請致電**1-888-980-8728**, 我們會提供免費翻譯服務 (TTY: **711**).

(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. (TTY: **711**).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. (TTY: **711**).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: **711**).

(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona **1-888-980-8728** `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: **711**).

(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: **711**).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？ 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、**1-888-980-8728**に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: **711**).

(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. **1-888-980-8728** 로 전화해서 사용하는 언어를 알려주십시오 (TTY: **711**).

(Mandarin) 您需要其它语言吗? 如有需要, 请致电**1-888-980-8728**, 我们会提供免费翻译服务 (TTY: **711**).

(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: **711**).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: **711**).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. (TTY: **711**).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-980-8728** para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: **711**).

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: **711**).

(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: **711**).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa **1-888-980-8728** aron magpahibalo kung unsa ang imong sinulti-han. (TTY: **711**).