



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.

Unlimited mental health therapy sessions with licensed clinicians are also available to members at no cost. Call Member Services at the phone number on page 4 to learn more.

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

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.

Disease Management

Understand your health conditions

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

- What is this disease?
- How does this condition affect my overall health?
- What are the treatments?
- 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

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.

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. 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. Thanks to the help she got from Member Services, she now knows she may contact her care manager for support at any time. We're here to help and support you, too. Call Member Services at the phone number on page 4 to learn more.





We're here to help

Member Services: 1-800-832-4643, 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. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

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: 1-800-832-4643, 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 Tobacco Use: 1-800-QUIT-NOW

(1-800-784-8669) Reach out to the Indiana Quit Line to receive free coaching and supplies. Let us know you quit during 2024 to earn a reward.

Transportation: 1-800-832-4643, TTY 711

Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 3 business days before your appointment. Check your member handbook for non-medical trips that are also covered. You can also call Member Services to learn more about your transportation options.

Care Management and Care Coordination: 1-800-832-4643, 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.

Free smartphone: assurancewireless.com

Get a LifeLine phone with text, data, and voice.

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 Resources:

myuhc.com/communityplan

Visit this online directory to find resources that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Visit myuhc.com/communityplan and click on the Community Connector link from the menu. You can also call Member Services for personal support and referrals by phone.

Member Rewards Program:

myuhc.com/communityplan

Earn rewards for taking care of your health. Visit myuhc.com/communityplan to learn more. Member Services can also share details about rewards available to you.

Discrimination is against the law. UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex.

UnitedHealthcare Community Plan of Indiana provides 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)

UnitedHealthcare Community Plan of Indiana 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, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. EST, Monday–Friday.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Indiana**. 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](https://www.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**)

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိပူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فتنوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**