



# Health Talk

Your journey to better health

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Winter 2023

United  
Healthcare  
Community Plan

## What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get her medication.



Health + Wellness

## What is WIC?

### Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit [fns.usda.gov/wic](https://fns.usda.gov/wic) to learn more and see if you or your children are eligible.



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**Dinner time.** Make a soup with pantry staples. Visit [uhc.care/wintersoup](https://uhc.care/wintersoup) for easy ideas.

UnitedHealthcare Community Plan  
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Kansas City, MO 64121-9359

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Everyday Life

# Over-the-counter benefits

## Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications? If your doctor prescribes these items for you, your pharmacy can provide them to you at no charge using your prescription benefit. They include:

- Sinus and allergy medicine
- Pain relievers such as Tylenol, Advil or aspirin
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream
- Contraceptives
- Products to help you quit smoking

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



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**Save today.** Talk to your provider about obtaining a prescription for needed OTC medications to take advantage of this benefit. See the list at [bit.ly/3T5INoz](https://bit.ly/3T5INoz).

## 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. So, she called Member Services.

Member Services worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She now knows she can contact the case manager for any future needs. This kind of help from Member Services is available to all members.



**Support when you need it.** Call Member Services toll-free at the phone number on Page 4. We're here to help.



## Did you know?

Your benefits may include transportation services to and from your medical visits. Call Member Services toll-free at the phone number on Page 4 to learn more.

### Covered Care

# Are you due for care?

## Screenings and vaccines keep your family healthy

Preventive care is important. It helps you and your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your family may be due for.



### Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



### Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



### Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



### Influenza (flu) vaccine

Everyone 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



### COVID-19 vaccine

The CDC recommends everyone stay up to date with their COVID-19 vaccines. Everyone 6 months and older should get all primary series doses. Everyone ages 5 and older should also get a booster dose. Updated booster shots are available. They protect from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



**Check it out.** Checklists to help you prepare for your visit are available. Visit [adultwellnessvisit.myuhc.com](https://adultwellnessvisit.myuhc.com) and [childwellnessvisit.myuhc.com](https://childwellnessvisit.myuhc.com).



## Member Resources

# Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

**Member Services:** 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).

**1-866-293-1796, TTY 711**  
Monday–Friday, 7 a.m.–7 p.m. ET

**Our website:** 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.

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

**UnitedHealthcare app:** Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider’s office and much more.

**Download on the App Store or Google Play**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (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, TTY 711**  
**[quitnowkentucky.org](https://quitnowkentucky.org)**



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**Transportation:** Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help.

**1-866-293-1796, TTY 711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

**1-866-293-1796, TTY 711**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.  
**[liveandworkwell.com](https://liveandworkwell.com)**

**Assurance Wireless:** Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.  
**[assurancewireless.com/partner/buhc](https://assurancewireless.com/partner/buhc)**

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

**1-800-599-5985, TTY 711**  
**[uhhealthyfirststeps.com](https://uhhealthyfirststeps.com)**

**Sanvello:** This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose “upgrade through insurance.” Search for and select UnitedHealthcare. Enter the information on your member ID card.  
**[sanvello.com](https://sanvello.com)**

**Go digital:** Sign up for email, text messages and digital files to receive your health information more quickly.  
**[myuhc.com/communityplan/preference](https://myuhc.com/communityplan/preference)**

**Behavioral Health Crisis Line:** Get help 24 hours a day, 7 days a week.  
**1-855-789-1977, TTY 711**

**MedImpact:** Call to find a pharmacy or medications, 24 hours a day, 7 days a week.  
**1-800-210-7628, TTY 711**  
**[kyportal.medimpact.com](https://kyportal.medimpact.com)**

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](mailto: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).