



Health Talk

Your journey to better health

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Winter 2024

¡Voltee para español!

United
Healthcare
Community Plan



What do you think?

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

Preventive care

Healthy start

Schedule a wellness visit for your child

Get off to a healthy start this year by scheduling an annual wellness visit with your child's primary care provider. These visits are a covered benefit under your health plan. They make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they may need
- Talk about important health and safety topics for your child's age
- Make sure your child is developing well



UnitedHealthcare Community Plan
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Pittsburgh, PA 15212

UNHC-112-PA-CHIP

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Know where to go

The best places to get care

When your child is sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help your child get the treatment they need faster.

- **Primary care provider (PCP):** See your child's PCP for most illnesses and injuries. Your child's PCP can be called after hours and on weekends for advice.
- **Nurseline:** The nurse can help you choose the best place for care. Call **1-844-222-7341**, TTY/PA Relay **711**, to get health advice from a nurse 24/7.
- **UHC Doctor Chat:** Video chat with a doctor for free using this app. Doctors are available 24/7.
- **Urgent care:** These centers take walk-in patients for minor illnesses and injuries. Go there to avoid a long wait time at the ER.
- **Emergency room:** Go there for major medical emergencies only.



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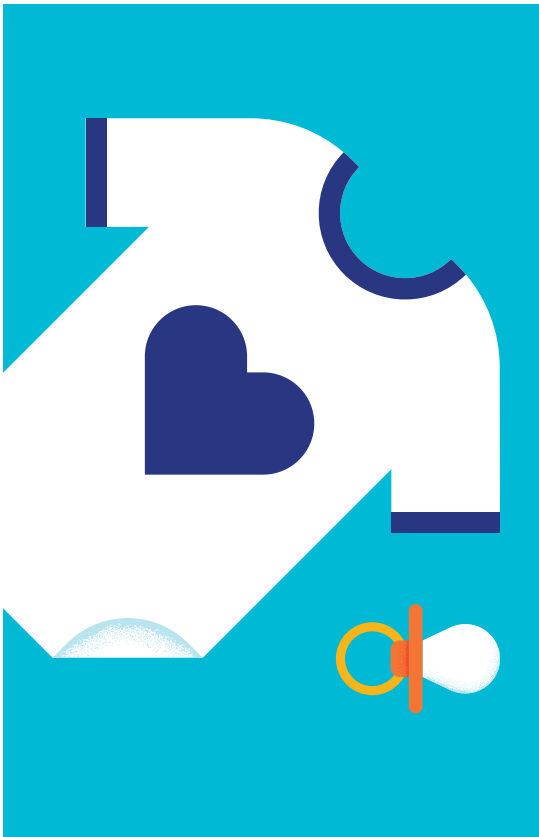
Teen health

Time for a change

Teens have unique health care needs. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider (PCP) who treats adults. Your daughter may need a women's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/communityplan, or call Member Services toll-free at the phone number on Page 4.





Health + wellness

Sleep tight

Tips for getting a good night's rest

Sleep is very important for babies, children and teens. When kids don't get enough sleep, it can affect their health and behavior. A bedtime routine can help kids get enough sleep at any age. Try these tips:

- **Stick to a bedtime each night.** Remind kids bedtime is coming at least once ahead of time.
- **Have a consistent bedtime routine.** Include quiet time well before bed.
- **Help older kids and teens stick to a bedtime.** Make rules about screen time and using devices at night.

Everyday life

How much screen time is too much?

Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs.

The American Academy of Pediatrics (AAP) says children under 2 should have no screen time except for video chatting with relatives. For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day.



Instead of screens, you can keep toddlers busy with simple puzzles and picture books. Older kids can read books, play musical instruments, play games and do arts and crafts.

Vaccines

It's your best shot

Staying on schedule with vaccinations protects your child as well as others from getting sick. From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza
- COVID-19
- RSV



istock.com/FatCamera

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).

1-800-414-9025, TTY/PA Relay 711

myuhc.com: 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

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).

1-844-222-7341, TTY/PA Relay 711

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

1-800-414-9025, TTY/PA Relay 711

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions (toll-free).

1-877-844-8844, TTY/PA Relay 711

UHC Doctor Chat: Video chat with a doctor for free with this app. Doctors are available 24 hours a day, 7 days a week.

uhcdoctorchat.com

Suicide & Crisis Lifeline: For help, call **988**.

Go digital: Sign up for email, text messages and digital files to receive your health information more quickly.

myuhc.com/communityplan/preference

We can help beyond health care: If you have a need for food, housing or help with utility bills, call Member Services (toll-free).

1-800-414-9025, TTY/PA Relay 711



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

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 UnitedHealthcare Community Plan at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: **717-787-1127**, TTY/PA Relay **711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint 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, 1-800-537-7697 (TDD)

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

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711**।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ : ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711**។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယုၣ် သဠည ဂျမန္တစကား ဝေပျဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ် အခမဲ့ ဝေဆာငံြကပေးပါမည့်။ ဖုန်းနံပါတ် **1-800-414-9025၊ TTY RELAY: 711** သို့ ဝေငှဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711.**

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**