



HealthTalk

Your journey to better health



What's inside

It's time for your annual flu shot. Find out where to get one by using our flu shot location finder. Learn more on page 2.

Medicaid renewal

Don't lose coverage

Medicaid members need to renew their coverage every year. This process is called "redetermination." Your state will reach out and tell you when it is time to renew.

Make sure the state can reach you. Be sure they have your current address, email, and phone number.

It is important to respond when the state contacts you. If you don't, you risk losing your health plan.



We're here to help

Learn more at
uhc.com/staycovered.

Health + wellness

Fight the flu

It's time for your annual flu shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, your symptoms will be less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get your flu shot today. There is no cost to you. Use our online tool that makes it easy to schedule one. Visit myuhc.com/findflushot.

Your member handbook is updated annually. Find it on myuhc.com/communityplan.

It includes our Notice of Privacy Practices and Notice of Non-discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Extra benefits

Get rides to medical visits

If you're an eligible member of the UnitedHealthcare® Community Plan, you can get non-emergency medical transportation to and from covered appointments at no cost to you if you qualify and have no other way to get there.

That means you can get rides to covered medical appointments, including visits to your primary care provider (PCP), maternity care, vision, and behavioral health services.

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app** or visit myuhc.com/transportation.

Screening for breast cancer

Breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease, like lumps. Breast cancer screening cannot prevent breast cancer, but it can help find it early, when it is easier to treat. Screening is recommended for women between the ages of 40-74.¹ Talk to your primary care provider about which breast cancer screening tests are right for you, and when you should have them.

Quitting is worth it

Most people know smoking is dangerous. But did you know that cigarette smoking causes nearly 1 in 5 deaths each year in the U.S.?²

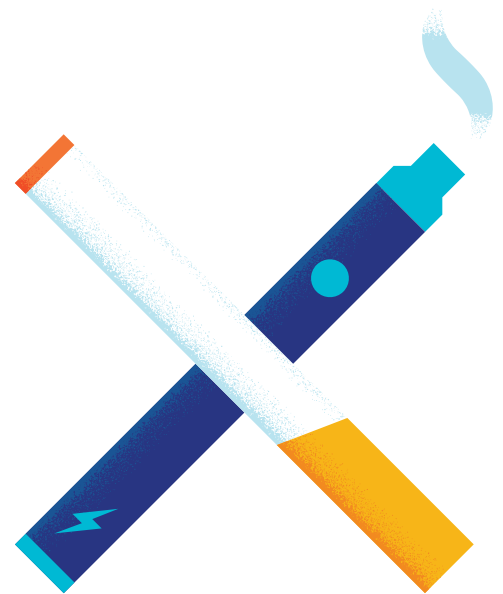
The good news is quitting smoking improves health, lowers the risk of 12 types of cancer and can add as much as 10 years to your life.³

Even though quitting is hard, you can get tools and support to help you do it.

Tips to help you quit:

- Make a list of reasons to quit
- Pick a quit date and tell all your friends and family
- Get rid of your cigarettes and lighters
- Ask people not to smoke around you
- Use nicotine replacements like patches or gum

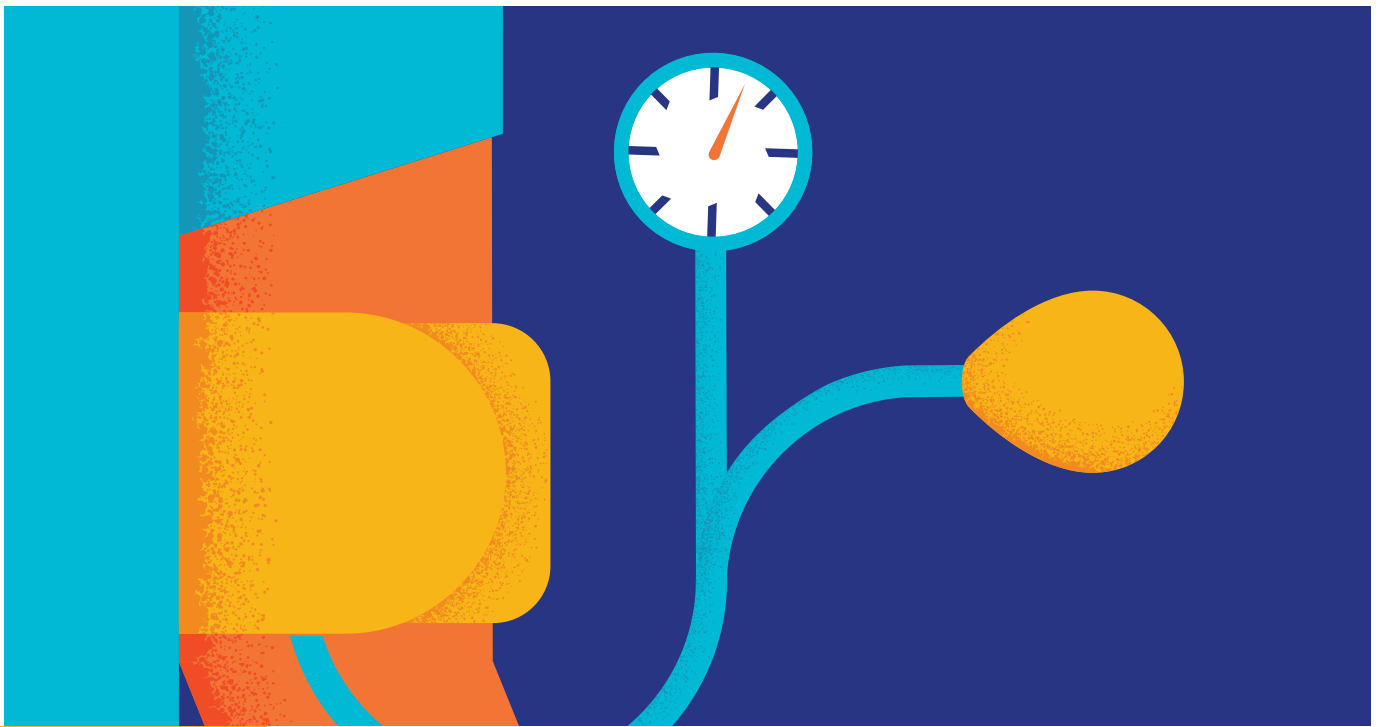
We support your plan to quit. Chat with an advocate by logging into myuhc.com/communityplan or the **UHC mobile app**, or call the Hawaii Tobacco Quit Line toll-free at **1-800-784-8669**.



¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

³cdc.gov/tobacco/about/benefits-of-quitting



Preventive care

Controlling your blood pressure

Blood pressure is how hard your blood pushes against your artery walls. It goes up and down throughout the day. But if it often stays at 130/80 or higher, that could mean you have high blood pressure, also called hypertension.

That's something to take seriously—because it can lead to problems like heart attacks, strokes, kidney issues, and even vision loss. It's important to know your blood pressure numbers and have regular visits with your primary care provider (PCP). Together you can make a plan to keep your blood pressure in check.

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **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, ask benefit
questions or get help scheduling an
appointment, in any language.

NurseLine: Toll-free **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.

UHC Doctor Chat:

Download the **UHC Doctor Chat app**
or learn more at **UHCDoctorChat.com**.
Connect to Primary Care Providers (PCPs)
in seconds with the UHC Doctor Chat app.
PCPs are available 24/7 and can answer
questions, big or small.

Hawaii Tobacco Quit Line:

Toll-free **1-800-784-8669**
Get help quitting smoking at no cost to you.

Transportation:

Toll-free **1-866-475-5746**,
TTY **1-866-288-3133**
You may be able to get rides to and from
your medical visits. To schedule a ride,
call ModivCare at least 2 business days
before your appointment or download
the ModivCare app via Google Play or
the App Store.

Care Management:

Toll-free **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.

Live and Work Well: liveandworkwell.com

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

Hāpai Malama:

Toll-free **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.

Mirza:

Give your keiki the best start. Find early
learning programs that help your keiki thrive.
Match with programs that help your 'ohana
with no cost to you. Text **"8010"** toll-free to
1-866-238-2068.

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional
health tools like meditations, breathing
exercises, videos, and more at no cost.

Go Digital:

myuhc.com/communityplan/preference
Sign up for email, text messages and digital
files to receive your health information
more quickly.

Malu Kou Community Connection Center:

Toll-free **1-808-766-9920**

Email: **malukou@uhc.com**

7:45 a.m.–4:30 p.m. HST, Monday–Friday.

Located at 51 N. Hotel St., Suite A Honolulu, HI 96817, Malu Kou Community Connection Center is a welcoming space dedicated to uplifting the local community through support, resources, and connection. Malu Kou offers services ranging from health and wellness workshops to housing referrals, hygiene supplies, and support for Medicaid and SNAP applications. The center also helps individuals understand and access UnitedHealthcare Community Plan benefits.

Community Resources:

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.

Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications such as audio and braille for persons with disabilities.

If you need these services, call the toll-free number **1-888-980-8728**, TTY **711**.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130
UHC_Civil_Rights@uhc.com

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call the toll-free number **1-888-980-8728**, TTY **711**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

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

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

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

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, and auxiliary aids are available to you. Call member services at 1-800-980-8728, TTY 711.

注意：如果您說**中文 (Traditional Chinese)**，免費語言協助服務和其他格式（例如大字版、輔助工具）的免費通訊可提供給您。請致電會員服務部：1-800-980-8728，聽障專線（TTY）711。

请注意：如果您说**中文 (Simplified Chinese)**，我们将为您提供免费的语言协助服务，以及免费的其他格式（如大字体）和辅助工具。请拨打 1-800-980-8728 (TTY: 711)，联系会员服务部门。

KŌJELLA: Ñe kwōj kenono **Kajin Majol (Marshallese)**, ewōr jibañ in ukok ejellok wonnen im wāween ko jet kwōmaron bōk melele ejellok wonnen, einwōt ilo jeje ko relab, kein roñjak ko kwōmaron kōjermal. Kirtok jerbal in jibañ membōr ro ilo 1-800-980-8728, TTY 711.

ESINESIN: Ika pwun en mei fosun **Chuuk (Chuukese)**, mei wor aninisin chiaku ese kamo pwan ekoch aninis rese kamo ren katouren porous non ekoch nikinik, ussun founwatten mak, me aninisin kapas ese pwan kamo mei tongeni kawor ngonuk. Kokori member services meren ewe nampa 1-800-980-8728, TTY 711.

MO LE SILAFIA: Afai e te tautala i le gagana **Samoa (Samoan)**, e te maua auunaga fesoasoani fai fua ma fesoota'iga maua fua i isi faatulagaga e pei o lomiga lapopo'a, ma mea fesoasoani i fesoota'iga a i latou e uai aafiaga tumau. Valaau i Member Services (Auaunaga mo Sui Auai) i le 1-800-980-8728, TTY 711.

HO‘OLOHE: Inā ‘ōlelo **Hawai‘i ‘oe (Hawaiian)**, loa‘a iā ‘oe nā lawelawe kōkua ‘ōlelo manuahi a me nā ‘ōnaehana kama‘ilio manuahi ma nā ‘ano like ‘ole, e like me ka pa‘i nui, a me nā mea kōkua ‘ē a‘e. Kāhea i nā lawelawe lālā ma 1-800-980-8728, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística, a materiales gratuitos en otros formatos (como letra grande) y a servicios auxiliares. Llame a Servicios para Miembros al 1-800-980-8728, TTY 711.

PAKAAMMO: No agsasaoka iti **Ilocano**, sidadaan a magun-odmo dagiti libre a serbisio ti tulong iti pagsasao ken libre a komunikasion kadagiti dadduma a pormat, kas iti dadakkel a letra, ken dagiti auxiliary a tulong. Tawagan dagiti serbisio ti miembro iti 1-800-980-8728, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print, at mga auxiliary na pantulong. Tumawag sa mga serbisyo ng miyembro sa 1-800-980-8728, TTY 711.

注意：日本語 (Japanese)を話される場合は、無料の言語支援サービスや、大きな活字などの他の形式での無料コミュニケーションをご利用いただけます。会員サービスまで 1-800-980-8728、TTY 711までお電話ください。

FAKATOKANGA'I ANGE: 'Okapau 'oku ke lea **Faka-Tonga (Tongan)**, 'oku 'i ai 'a e 'ū sēvesi tokoni ki he lea fakafonuá pea mo e tokoni ta'etotongi fakafetu'utakii 'i he ngaahi founa kehekehe, hangē ko hono ma'u 'o e fakamatalá 'i hono hiki mata'itohi lalahí, pea 'oku 'atā atu kiate koe mo e ngaahi me'angāue fetu'utaki fakatekinolosia tokoni ki he kau faingata'a'ia 'i he fanongó, sió mo e leá. Ta ki he ngaahi ngāue tokoni 'a e kāingalotú 'i he fika 1-800-980-8728, TTY 711.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우 무료 언어 지원 서비스와 다른 형식(예: 큰 활자체 및 보조 기구)의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스에 1-800-980-8728, TTY 711번으로 전화하십시오.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các định dạng thông tin miễn phí khác như bản in khổ lớn, và các thiết bị hỗ trợ phụ trợ. Vui lòng gọi cho dịch vụ hội viên theo số 1-800-980-8728, TTY 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ (Lao)** ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານຟຣີ ແລະ ມີການສື່ສານໃນຮູບແບບອື່ນໃຫ້ຟຣີ, ເຊັ່ນ ເປັນຕົວພິມໃຫຍ່, ແລະ ມີອຸປະກອນຊ່ວຍເຫຼືອ ໃຫ້ທ່ານຟຣີ. ໂທຫາໜ່ວຍບໍລິການສະມາຊິກ ທີ່ ໝາຍເລກ 1-800-980-8728, TTY 711.

PANAWAGAN: Kung mosulti ka og **Bisaya (Visayan)**, libre nga serbisyo sa tabang sa pinulungan ug libre nga komunikasyon sa lain-laing pormat, sama sa dakong imprenta, ug auxiliary nga mga tabang anaa kanimo. Tawga ang mga serbisyo sa miyembro sa 1-800-980-8728, TTY 711.

โปรดทราบ: หากคุณพูด**ภาษาไทย (Thai)** คุณมีสิทธิได้รับความช่วยเหลือในเรื่องบริการแปลภาษาโดยไม่มีค่าใช้จ่าย รวมไปถึงการสื่อสารในรูปแบบอื่น เช่น การพิมพ์ด้วยตัวอักษรขนาดใหญ่โดยไม่มีค่าใช้จ่ายเช่นกัน โทรติดต่อฝ่ายบริการสมาชิกได้ที่หมายเลข 1-800-980-8728, TTY 711