



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.

Let's talk about the flu

It's a good time to check in with your healthcare provider about whether a flu shot is right for you.

Many people choose to get vaccinated each year, and your provider can help you decide what's best based on your health needs and concerns.

If you're curious, here are a few things you might want to ask about:

- How the flu shot might help reduce your chances of getting sick
- Whether it could help lessen symptoms if you do catch the flu
- How vaccination might impact those around you, like family or coworkers



Your provider is your best resource for personalized guidance – **don't hesitate to start the conversation!**

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 and more

If you're an eligible member of UnitedHealthcare® Community Plan, your benefits may include non-emergency transportation, when you're without a ride. And there is no cost to you.

You can get unlimited rides to covered medical appointments – like primary care (PCP), maternity, specialists, vision, dental (members 20 and under), mental health and substance use visits. Members can also get rides to:

- Respite care (18 and older)
- Chiropractor or Acupuncture
- Routine eye exam (vision for 21 and older)
- AA Meetings
- Pregnancy, birthing, lamaze, and parenting classes
- NICU Baby Training
- The pharmacy is a covered stop for eligible members receiving provider services

Starting January 1, 2026, members can get rides to WIC appointments and two UnitedHealthcare Member Events.

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app** visit **myuhc.com/transportation**, or call **1-866-726-1472**.

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

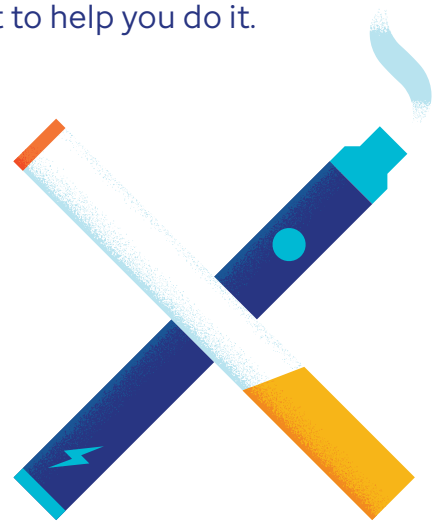
The good news is quitting smoking improves health, lowers the risk of 12 types of cancer and can add as much as 10 years to your life.³

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

Supporting your plan to quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**. Or call Quit For Life toll-free at **1-866-QUIT-4-LIFE (1-866-784-8454)**, TTY **711**, or visit quitnow.net/UHCLACommunityPlan.



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.

Eligible members can earn rewards for controlling hypertension or high blood pressure, call Member Services at **1-866-675-1607**, TTY **711**, for more information.

Plan benefits

Get the most of your pharmacy benefits with OptumRx

Starting **October 1, 2025**, UnitedHealthcare Community Plan in Louisiana will use OptumRx to manage your pharmacy benefits.

Here's what you need to know:

- You'll get a new ID card with updated pharmacy info.
- The member handbook and website will be updated to help you understand how to use your benefits with OptumRx.
- Bring your new ID card to the pharmacy starting October 1 so they can process and fill your prescriptions.



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 **1-866-675-1607**, 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.

NurseLine: 1-877-440-9409, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

Quit For Life:

1-866-QUIT-4-LIFE, TTY **711** (toll-free)

quitnow.net/UHCLACommunityPlan

Get help quitting smoking at no cost to you.

Transportation:

1-866-726-1472, TTY **711**

Call to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 48 hours before your appointment.

Care Management:

1-866-675-1607, 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. UHC also offers its Members free Medical and Behavioral Case Management Services to help with their health care needs. (toll-free).

Crisis Line:

1-855-242-2735, TTY **711**

Call when you are experiencing a behavioral health crisis. This service is available 24 hours a day, 7 days a week. Once the emergency is resolved, we will connect you to treatment and additional support services.

Live and Work Well: liveandworkwell.com

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

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

Healthy First Steps®:

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

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.

Community Resources:

uhc.care/HTCommResources

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 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.

Value-added Benefits:

1-866-675-1607, TTY 711

UHC offers eligible members value-added benefits and rewards for completing health needs assessments, completing well visits, gym memberships, and more. For more details, call toll-free.

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 (including pregnancy, sexual orientation, and gender identity). 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 for persons with disabilities.

If you need these services, call the toll-free number on your member identification card (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 on your member identification card (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, are available to you. Call Member Services at 1-866-675-1607, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-866-675-1607, TTY 711.

참고: 귀하가 **한국어 (Korean)** 구사하시는 경우, 무료 언어 지원 서비스와 큰 활자체 인쇄와 같은 다른 형식의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스에 1-866-675-1607, TTY 711.

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 ở định dạng khác như bản in khổ lớn. Hãy gọi cho Dịch vụ Hội viên theo số 1-866-675-1607, TTY 711.

โปรดทราบ: หากคุณพูดภาษาไทย (Thai) คุณมีสิทธิได้รับบริการช่วยเหลือด้านภาษาโดยไม่มีค่าใช้จ่าย รวมถึงการสื่อสารในรูปแบบอื่น เช่น ตัวพิมพ์ขนาดใหญ่ โดยไม่มีค่าใช้จ่ายเช่นกัน โทรติดต่อบริการสมาชิกได้ที่ 1-888-675-1607 และ TTY 711

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic)، فتوجد هناك خدمات مساعدة لغوية مجاناً ورسائل مجانية بتنسيقاتٍ أخرى، مثل الطباعة بحروف كبيرة. ما عليك سوى الاتصال بقسم خدمات الأعضاء على الرقم 1-866-675-1607، أو عبر الهاتف النصي 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ (Lao), ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາບໍ່ເສຍຄ່າ ແລະ ມີການສື່ສານບໍ່ເສຍຄ່າໃນຮູບແບບອື່ນໆເຊັ່ນ: ສື່ສິ່ງພິມໃຫຍ່ພ້ອມໃຫ້ທ່ານ. ໂທຫາຝ່າຍບໍລິການສະມາຊິກທີ່ເບີ 1-866-675-1607, TTY 711.

注意：如果您說**中文 (Chinese)**，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電會員服務部，電話 1-866-675-1607，聽障專線 (TTY) 711。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitglieder-Service an, unter 1-866-675-1607, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyon libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang Mga Serbisyo sa Miyembro sa 1-866-675-1607, TTY 711.

ATTENTION : si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-866-675-1607, TTY 711.

توجہ فرمائیں: اگر آپ اردو (Urdu) بولتے ہیں، تو مفت زبان کی خدمات اور دیگر فارمیٹ میں مفت مواصلات، جیسے بڑے پرنٹ، آپ کے لیے دستیاب ہیں۔ Member Services کو 1-866-675-1607 پر اور TTY 711.

ATENÇÃO: se você fala **português (Portuguese)**, estão disponíveis para você serviços gratuitos de assistência linguística e comunicações gratuitas em outros formatos, como letras grandes. Ligue para o Serviço do Associado no número 1-866-675-1607, TTY 711.

توجه: اگر به فارسی (**Persian**) صحبت نمی‌کنید، خدمات کمکی زبان رایگان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضا به شماره 1-866-675-1607، 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。メンバーサービス（1-877-542-9238、TTY 711）に。

ВНИМАНИЕ! Если Вы говорите на **русский (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в других форматах, например, с использованием крупного шрифта. Звоните в отдел обслуживания участников по телефону 1-866-675-1607, TTY 711.