



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.

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 no-cost rides to medical visits and more

If you're an eligible member of UnitedHealthcare® Community Plan, your benefits may include non-emergency transportation. And there is no cost to you.

That means you can get rides to:

- Covered medical appointments – like primary care provider (PCP), maternity, vision, dental, mental health and substance use visits
- Grocery stores, food pantries and WIC (Women, Infants and Children) appointments
- Your pharmacy
- Weight-management classes or gyms
- Job-training 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

Supporting your plan to quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**. Or call National Quit Connect toll-free at **1-800-784-8669**.



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.

¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

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

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 **1-877-236-0826**, TTY **711**

8 a.m.–5 p.m. MST, Monday–Friday.

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: 1-833-890-3050, TTY 711

When you're sick or injured, it can be difficult to make health care decisions.

An experienced NurseLine nurse can help provide information and support for health situations and concerns including: minor injuries, common illnesses, choosing appropriate medical care, and recent diagnoses and chronic conditions. Simply call the toll-free number 24 hours a day, 7 days a week.

Galileo:

galileo.health/uhcnm-07-2024

High-quality primary care that's available 24 hours a day, 7 days a week. Connect with real doctors via video or chat on the Galileo app.

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.

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.



Such services are funded in part with the State of New Mexico. UnitedHealthcare Community Plan of NM is a product of UnitedHealthcare Insurance Company.

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 Member Services at **1-877-236-0826, TTY 711**, 8 a.m.–5 p.m. MT, Monday–Friday.

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 grievance 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 grievance, call Member Services at **1-877-236-0826, TTY 711**, 8 a.m.–5 p.m. MT, Monday–Friday.

You can also file a civil rights grievance 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

Grievance 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 1-877-236-0826, 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 1-877-236-0826, TTY 711, de 8 a.m. a 5 p.m.

تنبيه: إذا كنت تتحدث اللغة <العربية> (**Arabic**)، فتتوفر لك خدمات مساعدة لغوية مجانًا ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بقسم خدمات الأعضاء على الرقم 1-877-236-0826، أو عبر الهاتف النصي على الرقم 711، من الساعة 8 صباحًا إلى 5 مساءً.

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，電話是 1-877-236-0826，聽障專線 (TTY) 711，上午 8 點至下午 5 點

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 1-877-236-0826, TTY 711, de 8 h à 17 h.

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 +1 877 236 0826 (mit TTY unter 711), verfügbar von 8:00 Uhr bis 17:00 Uhr.

HO‘OLOHE: Inā ‘ōlelo ‘oe i <‘Ōlelo Hawai‘i> (**Hawaiian**), loa‘a iā ‘oe nā lawelawe kōkua ‘ōlelo manuahi a me nā kama‘ilio manuahi ma nā ‘ano like ‘ole, e like me ka pa‘i nui. Kāhea i nā lawelawe lālā ma 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

PAKAAMMO: No agsasaoka iti <Ilokano> (**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. Tawagam ti Dagiti Serbisio iti Miembro iti 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

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。メンバーサービスまで1-877-236-0826、TTY 711に午前8時～午後5時にお電話ください。

참고: 귀하가 <한국어>(Korean)를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-877-236-0826, TTY 711번으로 오전 8시 - 오후 5시 사이에 전화하십시오.

BAA'!KON&N&ZIN: (Navajo) <bizaad> bee yln7[ti'go, t'11 jiik'eh saad bee lka'e'eyeed bee lka'an7da'awo'7 d00 bee ahi[dahane'7 n1 ln1 [ahgo 1t'4ego hadadilyaa7g77, d77 nitsaago bee ak'4da'ashch7n7 1t'4h7g77, t'11 jiik'eh n1 dah0l=. Bi[Ha'd7t'4h7 Bika'an7da'aow' bich'8' h0lne' kohj8' 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

توجه: اگر به <فارسی> (Farsi) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضا به شماره 1-877-236-0826، TTY 711 تماس بگیرید، 8 صبح تا 5 عصر

ВНИМАНИЕ: Если Вы говорите <по-русски> (Russian), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Звоните в отдел обслуживания участников по номеру 1-877-236-0826, TTY 711, с 8 a.m. до 5 p.m.

MO LE SILAFIA: Afai e te tautala i le gagana <Samoa> (Samoan), o loo avanoa mo oe e aunoa ma se totogi auaunaga mo fesoasoani i le gagana ma feso'ota'iga e leai se totogi i isi faiga, e pei o lomiga e lapopo'a mata'itusi. Valaau i Member Services (Auaunaga mo Sui Auai) i le 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

KUMBUSHO: Ikiwa unazungumza <Kiswahili> (Swahili), huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika mifumo mingine, kama vile maandishi makubwa, zinapatikana kwako. Pigia simu kwa Huduma za Memba kwa 1-877-236-0826, TTY 711, saa 8 asubuhi hadi 5 jioni.

ATENSYON: Kung nagsasalita ka ng <Tagalog> (Tagalog), may makukuha kang mga libreng serbisyong tulong sa wika at mga libreng komunikasyon sa mga ibang pormat, tulad ng malaking letra. Tumawag sa Mga Serbisyo sa Miyembro sa 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

LƯU Ý: Nếu quý vị nói tiếng <Việt> (Vietnamese), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Vui lòng gọi cho bộ phận Dịch vụ Thành viên theo số 1-877-236-0826, TTY 711, từ 8 giờ sáng đến 5 giờ chiều.