



HealthTalk

Your journey to better health



What's inside

When you are sick or hurt, do you know where to seek treatment?
See page 2 to learn the best place to get the care you need.

Covered care

Healthy start

See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



Need a new provider?

We can help you find one.
Chat with an advocate through
myuhc.com/communityplan
or the UHC mobile app.

Covered care

Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

1. Primary medical provider

For most illnesses and injuries, your primary medical provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing or major burns.

4. Not sure where to go?

Call our 24/7 Nurseline at **1-800-832-4643**, TTY **711**. Or talk to a doctor online at **uhcdoctorchat.com**



Healthy mouth, healthy you

Good dental habits keep teeth and gums strong

A healthy mouth is an important part of your overall health. When you take care of your teeth, you are taking care of your body. Tooth decay, also known as cavities, can lead to problems with eating, speaking and learning.

Everyone in your family should visit the dentist every 6 months and brush their teeth twice a day. Floss once a day to clean in between teeth. Children under 8 years old may need help brushing and flossing their teeth.



Do you qualify for Medicare?

Although Medicare is generally for people aged 65 or older, our members may be eligible for Medicare earlier if they have a qualifying disability, ALS (amyotrophic lateral sclerosis) or End-Stage Renal Disease (permanent kidney failure requiring dialysis or a transplant). Many people are unaware that they may qualify for Medicare even though they are younger than 65. The State Health Insurance Assistance Program (SHIP) provides free information about health insurance options related to Medicare. Call **1-800-452-4800** to talk to a SHIP counselor. You may also talk to your Care Coordinator.

Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

1. Colorectal cancer screening

Colorectal cancer screening is recommended for most adults. Talk to your provider about the best screening option for you.

2. Cervical cancer screening

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

3. Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

4. Lung cancer screening

Adults who are between the ages of 50 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

5. Breast cancer screening

Women who are between the ages of 40 and 74 should be screened with a mammogram. Talk to your provider about how often this should be done.

Source: Centers for Disease Control and Prevention

We're here to help

Member Services: 1-800-832-4643, 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 (toll-free).

Our website: myuhc.com/communityplan

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.

UnitedHealthcare app: Download on the App Store® or Google Play™

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 more.

OnePass fitness program:

Get unlimited access to gyms, online workouts, tools for brain health, and social connections. Visit youronepass.com to see what's available to you.

Transportation:**1-800-832-4643, TTY 711**

Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 3 business days before your appointment. We offer unlimited rides per year.

Quit Tobacco Use:**1-800-QUIT-NOW (1-800-784-8669)**

Reach out to the Indiana Quit Line to receive free coaching and supplies.

Care Coordination:**1-800-832-4643, TTY 711**

Members can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Live and Work Well: liveandworkwell.com

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

Free LifeLine smartphone: assurancewireless.com

Get high-speed data, minutes and texts each month. Plus get an Android smartphone at no cost to you.

Self Care by AbleTo: ableto.com/begin

Ease stress and boost your mood with this Self Care app that gives you emotional health tools. Check out meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

Community Connector:**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.

Discrimination is against the law. UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex.

UnitedHealthcare Community Plan of Indiana provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of Indiana 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, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. ET, Monday–Friday.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Indiana**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

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

Email: **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:

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**

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

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**.

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**