UnitedHealthcare® Community Plan

Q4, 2026
Long Term Care

HealthTalk

Your journey to better health

Health plan support in the palm of your hands

Download the **UnitedHealthcare app** for access to your plan benefits and coverage. Available on the App Store® or Google Play™.

Plan benefits

Stay covered

Watch for important updates

The rules for keeping your Medicaid coverage may be changing. It's important to stay informed so you can keep your benefits.

You may need to take action to keep your coverage. This could include things like updating your information or completing certain requirements.

Watch for messages from AHCCCS. These messages will tell you what you need to do and when to do it.

Staying on top of these updates can help you avoid gaps in your coverage.

UnitedHealthcare Community Plan
P.O. Box 30449
Salt Lake City, UT 84130-0049

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Digital skills

Learn new digital skills at your library

Your local library may offer free classes to help you use technology and find trusted health information online.

Programs like Digital Pathways from the American Library Association help adults build confidence using the internet, email, video calls and online services. These skills can support your health, work and daily life.

Libraries are safe, welcoming places that offer free support and learning opportunities.

Try something new.
Call or visit your local library to learn about classes that can help you build your skills.

Healthy looks different for everyone

For some, it may mean eating balanced meals or staying active. For others, it may mean getting enough rest, managing stress or taking care of ongoing health needs. Small steps can help support your health in ways that work best for you.

Flu shot

Protect yourself this flu season

Flu season is here. The flu can spread easily from one person to another.

The flu is more serious than a cold. Each year, many people get sick. Some may need to see a doctor or go to the hospital.

Getting a flu shot is the best way to help protect you and the people around you. It can help keep you from getting sick and may help prevent serious illness.

Flu shots are covered at no cost to you. They are quick and simple to get.

Getting a flu shot each year matters. The flu virus can change, so this helps protect you each season.

Stay protected this season
Visit your doctor or a nearby pharmacy to get your flu shot.

Healthy First Steps®

Extra support for a healthy pregnancy

If you are pregnant or planning to be, your health plan may offer extra support.

Healthy First Steps is a program that supports you during pregnancy and after your baby is born. It connects you with a care manager who helps you stay on track and get the care you need.

Your care manager will work with you to create a plan and help you stay on track with care before and after your baby is born.

The program may help you:

- Schedule doctor visits and find a ride
- Manage your care during pregnancy
- Get help after your baby is born
- Find local programs and services

If you need extra help, your care manager can check in and help coordinate your care.

Want to learn more? Call Member Services to learn about Healthy First Steps and available pregnancy support services. For more information and resources to support a health pregnancy, go to **everypregnancy.com**.

Centers of Excellence (COE)

Did you know?

We have specialized care programs for people with difficult health challenges like complex medical and behavioral health conditions. Our Center of Excellence (COE) programs are top-notch, providing excellent care and high member satisfaction.

Our COE Care Programs include:

- Birth to 5
- First Episode Psychosis
- Transition Age Youth
- Adolescent Substance Use Disorder
- Autism Spectrum Disorder
- Pain Management
- Dementia and Related Disorders

To learn more, visit: **uhc.com/communityplan/Arizona/plans/coe**

Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important. Finding cancer early makes it easier to treat. Ask your doctor about these screenings during your next visit.

1. Cervical cancer screening

Cervical cancer screening is recommended for women beginning at the age of 21. Talk to your doctor about the most appropriate screening option for you. Testing can end at age 65 for women with a history of normal cervical cancer screening results.

2. Breast cancer screening

Individuals between the age of 40 and 74 should get a mammogram every one to two years. Ask your doctor if you are due for your mammogram.

3. Colorectal cancer screening

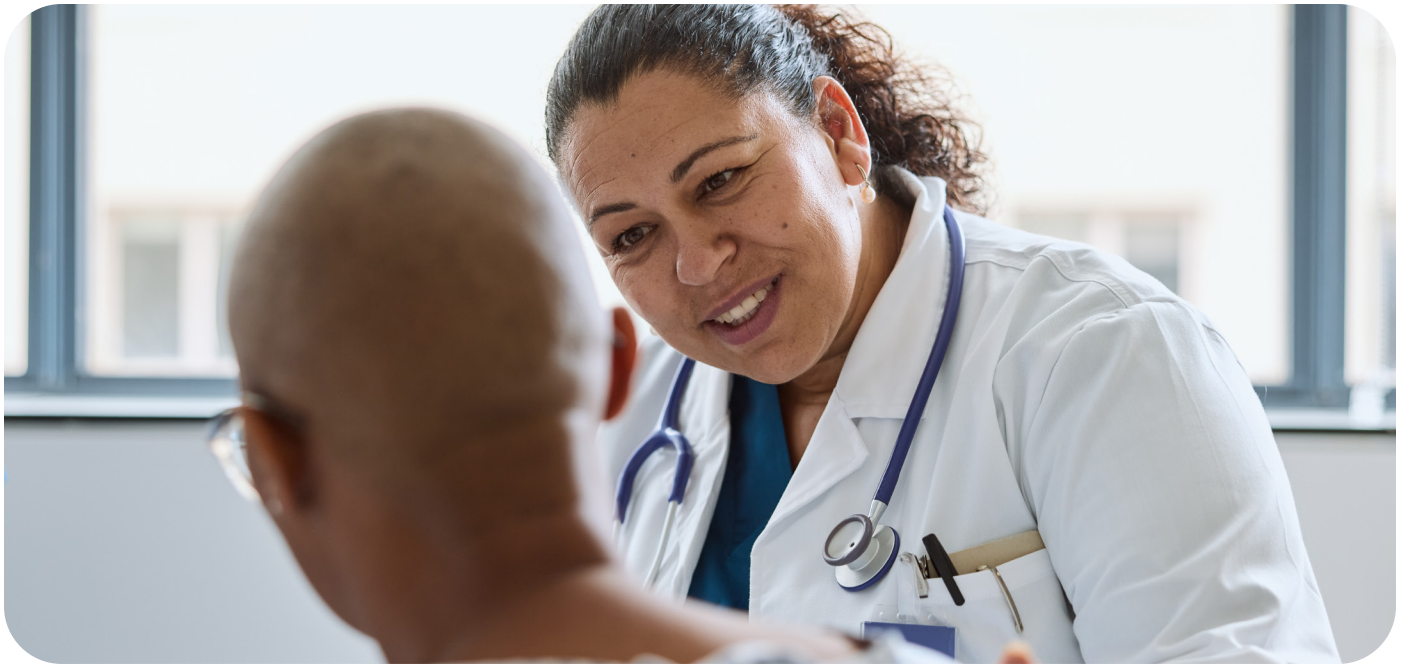
Adults should get colorectal cancer screening between the age of 45 to 75. There are many screening options available. Talk to your doctor about which test may be best for you.

4. Prostate cancer screening

If you are a man age 55 to 69, talk to your doctor about prostate cancer screening. This may include a blood test.

5. Lung cancer screening

If you are age 50 to 80 and have a history of heavy smoking, talk to your doctor about lung cancer screening. This test is a quick scan of your lungs. Sometimes, it can lead to more tests if something unclear is found. Talk to your doctor to see if you qualify for this screening.



Healthy living

Small steps for a healthier you

Your physical health and mental health are both important. They work together to help you feel your best.

When you feel stressed, sad, or worried, it can affect your body. You may have trouble sleeping, eating well, or staying active. Health problems in your body can also affect how you feel emotionally.

That is why your health plan works with your doctors and other health care providers to support your whole health. We help connect physical health and behavioral health services so you can get the care you need.

For example, if you see your doctor and talk about feeling stressed or sad, your doctor may help connect you with behavioral health services. If you are getting behavioral health care, your providers can also help you stay on track with your physical health needs.

Taking care of your health can start with small steps. Try drinking more water, taking a short walk, getting enough sleep, or talking to someone you trust about how you feel.

You do not have to do it alone. Your health plan can help connect you to doctors, behavioral health providers, and other programs that support your health.

Take the next step.
Talk with your doctor about your physical and mental health needs. Working together can help you stay healthier and feel your best.

Bright smiles, healthy lives

Good oral health is key to overall wellness

A healthy mouth is important for everyone. Good oral health plays an important role in overall health. Poor oral health can increase the risk of serious conditions such as heart disease and diabetes.

One of the most common dental problems is **tooth decay,** also known as **cavities.** If cavities are not treated, they can cause pain, infection, and difficulty eating or communicating.

Half of Arizona's kindergarten children (50%) have a history of tooth decay. That number reaches 63% by third grade.

Some individuals with special health care needs may face additional challenges with daily oral care due to physical, developmental, sensory, or cognitive disabilities, making regular dental care even more important.

Building healthy oral care habits early in life can help prevent dental problems and promote lifelong health. Family members and caregivers play an important role in supporting good oral hygiene and creating routines that meet each person's unique needs and abilities.

Tips for a healthy mouth:

- Visit the dentist every six months for routine checkups and cleanings.
- Brush teeth twice a day with fluoride toothpaste.
- Floss daily to remove plaque and food particles between teeth.
- Caregivers may need to assist with brushing and flossing for children and adults who have difficulty performing these tasks independently.
- Ask your dentist about adaptive toothbrushes, floss holders, or other tools that can make oral care easier.

Regular dental visits are important so that dental problems can be found and treated early. This is true even for individuals who wear dentures or do not have natural teeth. A dental exam can also help identify signs of oral cancer or other health concerns before they become more serious.

Don't forget the fluoride

Fluoride helps make teeth stronger and less likely to get cavities. A Primary Care Provider (PCP) or dentist can apply fluoride varnish. During a child's well visit, the PCP will do an oral screening. The PCP may recommend a fluoride treatment. Your child's PCP can apply fluoride varnish as early as 6 months up to age 5. Dentists may recommend fluoride at each dental check-up. Dentists can apply fluoride every six months starting at age six months.

Find your dental home

We connect all members to a dental home. This is a specific dentist or dental office where you can go for your family's dental needs. If you do not know where your dental home is or need help changing it, we can help. **Call Member Services toll-free at the phone number on page 7.**

Healthy movement

Stretching for better movement

Stretching helps your body move the way it should. It makes it easier to bend, reach, walk and do daily tasks.

Stretching is for everyone. Healthy movement can look different for each person. You do not have to do a lot. Stretching a little each day can help improve mobility over time.

Try gentle stretches for your neck, back, arms and legs. Move slowly and stop if something hurts.

Stretching can help you:

- Move more easily
- Stay flexible
- Do everyday tasks with less effort

A few minutes each day can help your body stay strong and ready to move.

Member resources

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 **1-800-293-3740,** 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. You may also request a Member Handbook or Provider Directory be mailed to you at no cost.

NurseLine:
1-877-440-0255, TTY **711**
Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

Case Management:
1-800-293-3740, TTY **711**
Case managers will help you with any behavioral health, medical or social service needs. You will receive phone calls and home visits. They can provide referrals to community resources. They will also help you develop a person-centered service plan focused on your preferences and strengths.

Member resources

Arizona Smoker's Helpline (ASHLine): 1-800-556-6222 | ashline.org
Get help quitting smoking (toll-free).

Transportation:
Toll-free **1-888-889-0358,** TTY **711**
If you need help with a ride to an appointment, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 3 days before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

Suicide & Crisis Lifeline: Call or text **988**
Chat: **chat.988lifeline.org/**
Deaf/HoH: **988lifeline.org/deaf-hard-of-hearing-hearing-loss/**

Crisis Line for Help With Mental Health: 1-844-534-HOPE (4673), TTY **711**

Office of Individual and Family Affairs (OIFA): 1-800-293-3740, TTY **711**
We're here to help. Call Member Services and ask to speak with OIFA.

Assurance Wireless: assurancewireless.com/buhc
Get 4.5GB of high-speed data, 3,000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for a minimal fee.

HOPE Inc. Warm Line:
Whether you simply need someone to talk to or are seeking guidance on how to overcome feelings of isolation, this resource is here for you. You can speak with a friendly and compassionate Support Specialist by calling the Warm Line directly at **1-844-733-9912** or **1-520-770-9909.**

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.

Arizona Community Resource Guide: uhc.com/communityplan/assets/plandocuments/linkshealthinformation/AZ-Community-Resource-Guide-LTC.pdf
We're committed to helping our community live healthier lives. The UnitedHealthcare Community Resource Guide can help you find the resources and support you need.

UnitedHealthcare Community Plan

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Notice of nondiscrimination

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that, if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact UnitedHealthcare Community Plan, **1-800-348-4058,** TTY **711** (ACC/DD members), ALTCS-EPD members please call **1-800-293-3740,** 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: Language assistance services and communications in other formats, such as large print, are available to you at no cost. Call 1-800-348-4058, TTY 711 (ACC/DD members), ALTCS-EPD members call 1-800-293-3740, TTY 711.

ATENCIÓN: Si habla **español**, **(Spanish)**, tiene acceso a servicios de asistencia lingüística y a materiales en otros formatos, como letra grande, sin costo. Llame al 1-800-348-4058, TTY 711 (para miembros de ACC/DD); los miembros de ALTCS-EPD deben llamar al 1-800-293-3740, TTY 711.

LƯU Ý: Nếu quý vị nói **tiếng Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi số 1-800-348-4058, TTY 711 (dành cho thành viên ACC/DD), thành viên ALTCS-EPD gọi số 1-800-293-3740, TTY 711.

تنبيه: إذا كنت تتحدث **العربية، (Arabic)** فتوجد هناك خدمات مساعدة لغوية ورسائل بتنسيقات أخرى، مثل الطباعة بحروف كبيرة بدون تكبدك أي تكلفة. اتصل على الرقم 1-800-348-4058، الهاتف النصي على الرقم 711 (أعضاء ACC/DD)، اتصل على الرقم 1-800-293-3740، الهاتف النصي على الرقم 711 (أعضاء ALTCS-EPD).

注意：如果您說**中文，(Traditional Chinese)**，則可免費獲得 語言協助服務及其他形式的通訊服務，例如：大字體印刷。請撥打 1-800-348-4058，聽障專線 (TTY)711 (ACC/DD 會員適用), ALTCS-EPD 會員請撥打 1-800-293-3740，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,以及其他格式(如大字体) 和辅助工具。请拨打 1-800-348-4058，TTY 711(ACC/DD 成员)，ALTCS-EPD 成员请拨打 1-800-293-3740，TTY 711

توجه: اگر به **فارسی،(Farsi)** صحبت نمی‌کنید، خدمات کمکی زبان و مطالب در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با شماره 1-800-348-4058، TTY 711 (اعضای ACC/DD) تماس بگیرید. اعضای ALTCS-EPD با شماره 1-800-293-3740، TTY: 711 تماس بگیرند.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 언어 지원서비스와 다른 형식의 커뮤니케이션(예, 큰 활자체로 된 정보)이 귀하에게 비용 없이 제공됩니다. 1-800-348-4058, TTY 711(ACC/DD 가입자)로 전화하거나, ALTCS-EPD 가입자의 경우 1-800-293-3740, TTY 711로 전화하십시오.

ВНИМАНИЕ: Если Вы говорите **по-русски** (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Звоните по телефону 1-800-348-4058, TTY 711 (для членов ACC/DD), для членов ALTCS-EPD звоните по телефону 1-800-293-3740, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Soomaali**, (**Somali**), adeegyada kaalmada luqadda iyo adeegyada wada-xiriirka oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa iyagoon wax kharash ah kugu fadhin. Wac 1-800-348-4058, TTY 711 (xubnaha ACC/DD), xubnaha ALTCS-EPD ha wacaan 1-800-293-3740, TTY 711

ATTENTION : Si vous parlez **français** (**French**), des services d'assistance linguistique et des communications dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition gratuitement. Appelez le 1-800-348-4058, TTY 711, si vous êtes membre ACC/DD ou le 1-800-293-3740, TTY 711, si vous êtes membre ALTCS-EPD.

BIGYAN-PANSIN: Kung nagsasalita ka ng **Filipino**, (**Filipino**), ang mga libreng serbisyo na tulong sa wika at komunikasyon sa iba pang mga format, tulad ng malalaking print ay magagamit mo nang walang babayaran. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay maaaring miyembro tumawag sa 1-800-293-3740, TTY 711.

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ATENSYON: Kung nagsasalita ka ng **Tagalog**, (**Tagalog**), may makukuha kang walang bayad na mga serbisyong tulong sa wika at mga komunikasyon sa mga ibang anyo, tulad ng malaking print. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay tatawag sa 1-800-293-3740, TTY 711

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, तो भाषाा सहायता सेवाएँ और अन्य प्राारूपों में संचाार, जैसे कि बड़े प्रिंट, आपके लिए बिना किसी लागत के उपलब्ध हैं।1-800-348-4058, TTY 711 (ACC/DD सदस्य) पर कॉल करें, ALTCS-EPD सदस्य 1-800-293-3740, TTY 711 पर कॉल करें