



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 your state's Medicaid agency. 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.



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.

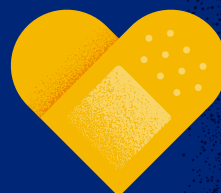
Flu shots are covered at no cost to you. They are quick and simple to get.

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.





Cancer screenings can save lives

Taking care of your health is very important. Cancer screenings are simple tests that help find cancer early. When cancer is found early, it can be easier to treat.

Screenings for men and women

- Colon cancer screening
- Lung cancer screening (for people who smoke now or used to smoke a lot)

Screenings for women

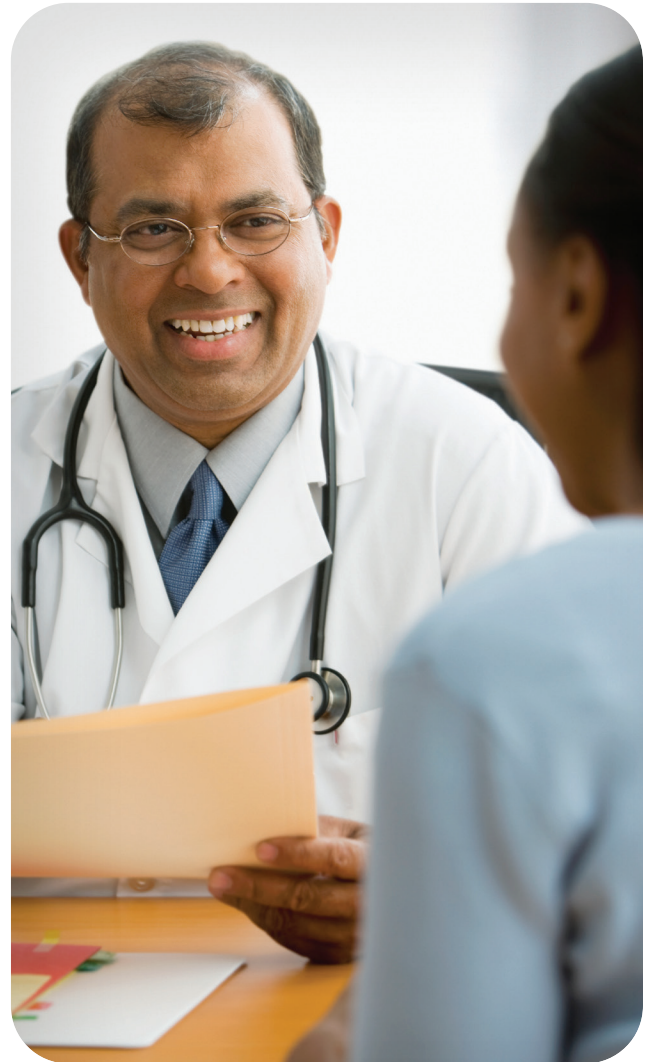
- Breast cancer screening (mammogram)
- Cervical cancer screening (Pap test or HPV test)

Screenings for men

- Prostate cancer screening



Not everyone needs the same tests. Your age, family history and health can change what screenings you need. **Talk to your doctor to find out which tests are right for you.**





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 see if you qualify and ask about this program.



Get more from your benefits with your UCard

Did you know your health plan may give you an easy way to use your benefits and rewards in one place? The UnitedHealthcare UCard helps you do both.

Depending on your plan, you may use your UCard to pay for things like:

- Cold medicine and first aid items
- Healthy foods like fruits, vegetables and milk
- Household items like cleaning supplies
- Some bills or other approved costs
- Baby items like diapers or formula

You may also earn rewards by taking care of your health, like going to checkups or joining healthy activities. Rewards are added to your UCard and can be used to buy items.

Use your card in stores or online. You can also manage it in your account or app to check your balance and track rewards.



Learn more. Log in to your UHC account or app to check your UCard and see your benefits and rewards.



Plan benefits

Check your benefits — you may have more than you think

Do you know what your health plan covers?

Many people do not use all of their benefits. Checking your plan can help you understand what you have.

You can use the UnitedHealthcare app to see your benefits. When you log in:

- Go to the “Benefits” section
- Tap on your plan
- Look at what services are covered
- Check what your plan has paid and what you may owe

Knowing your benefits can help you make better choices and avoid surprise costs.



Take a moment to log in today

Sign in to the UnitedHealthcare app to check your benefits.



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 **1-866-293-1796**, 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: **1-800-985-3856**, TTY **711**

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

UHC Doctor Chat:

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. Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

Quit Now Kentucky: **quitnowkentucky.org**

1-800-QUIT-NOW, TTY **711** (toll-free).

Get help quitting smoking at no cost to you.

Care Management:

Toll-free **1-866-293-1796**, 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.



Transportation:

Toll-free **1-866-293-1796**, TTY **711**

Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help. You may be eligible for 24 free one way trips to community and medical services. Call Kaizen Customer Service Line at **1-888-259-4773**, M-F 8 a.m.-9 p.m. ET and Sat 10 a.m.-8 p.m. ET to see if you qualify.

Behavioral Health Crisis Line:

1-855-789-1977, TTY **711**

Get help 24 hours a day, 7 days a week (toll-free).

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 10GB of high-speed data and unlimited talk and texts at no cost. Plus, the option to purchase a phone for a low cost.

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).



Member resources

Prioritize your mental health:

Try the Calm Health app at no cost. It features resources and exercises to help you support your body and mind, access mental health programs and focus on your well-being. To get started, download the **UnitedHealthcare app** to find Calm Health on the Coverage & Benefits page.

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.

MedImpact:

1-800-210-7628, TTY 711

kyportal.medimpact.com

Call to find a pharmacy or medications, 24 hours a day, 7 days a week (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 (consistent with 45 CFR § 92.101(a)(2)). 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 **1-866-293-1796, 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 Member Services at **1-866-293-1796, 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 1-866-293-1796, 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 Servicio al Cliente al 1-866-293-1796, TTY 711.

참고: 귀하가 **한국어를 (Korean)** 구사하시는 경우, 무료 언어 지원 서비스와 큰 활자체 인쇄와 같은 다른 형식의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스 1-866-293-1796, TTY 711번으로 전화하십시오.

PAŽNJA: Ako govorite **srpski (Serbian)**, dostupne su vam besplatne usluge jezičke pomoći i besplatna komunikacija u drugim formatima, kao što je format s krupnim slovima. Pozovite korisničku podršku na broj 1-866-293-1796, TTY 711.

تنبيه: إذا كنت تتحدث اللغة العربية **(Arabic)**، فتوجد هناك خدمات مساعدة لغوية مجاًناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بقسم خدمات الأعضاء على الرقم 1-866-293-1796، الهاتف النصي 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。次のメンバーサービスにお電話ください：1-866-293-1796、TTY 711。

WICHDICH: Wann du **Deitsch (Pennsylvania Dutch)** schwetzscht, kannscht du Schprooch- Hilf un differnti Sadde Schreiwes griege, so wie Gross-Druck (large print), unni as es dich ennich eppes koschde zellt. Call Member Services an 1-866-293-1796, TTY 711.

ВНИМАНИЕ! Если Вы говорите по-**русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в других форматах, например, с использованием крупного шрифта. Позвоните в отдел обслуживания участников по телефону 1-866-293-1796, TTY 711.

ATANSYON: Si w pale **Kreyòl Ayisyen (Haitian Creole)**, gen sèvis èd aladispozisyon w gratis pou lang ou pale a, ansanm ak kominikasyon gratis nan lòt fòm, tèlke gwo karaktè. Rele Sèvis pou Manm yo nan 1-866-293-1796, TTY 711.

ध्यान दिनुहोस्: यदि तपाईं **नेपाली (Nepali)** बोलुहुन्छ भने, ठूलो अक्षर जस्ता अन्य ढाँचाहरूमा निःशुल्क भाषा सहायता सेवाहरू र निःशुल्क कुराकानी सेवाहरू तपाईंको लागि उपलब्ध छन्। सदस्य सेवा कार्यालयलाई 1-866-293-1796, TTY 711 मा कल गर्नुहोस्।

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang mga Serbisyo sa Miyembro sa 1-866-293-1796, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, sono a disposizione servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiami il servizio soci al numero 1-866-293-1796, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Somaali (Somali)**, adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Ka wac Adeegyada Xubinka 1-866-293-1796, TTY 711.

ANGALIA: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika miundo mingine, kama vile maandishi makubwa, zinapatikana kwako. Piga Simu kwa Huduma za Memba kwa 1-866-293-1796, 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. Gọi cho Dịch vụ Hội viên theo số 1-866-293-1796, TTY 711.