



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.

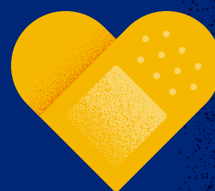
Flu shots are covered at no cost to you. They are quick and simple to get.

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.**



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 toll-free at **1-800-318-8821**, TTY **711**, 8 a.m.–7 p.m. ET, Monday–Friday, to see if you qualify and ask about this program.





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.

How to report fraud and abuse

Most Medicaid members and providers are honest. But if you think fraud or abuse is taking place, you must tell someone. There are many ways to report fraud or abuse:

- **Call:** UnitedHealth Group fraud hotline at **1-866-242-7727**, TTY **711**
- **Call:** HealthChoice fraud hotline at **1-866-770-7175**, TTY **711**
- **Call:** Maryland Department of Health at **410-767-5784**
- **Email:** Maryland Department of Health at **mdh.oig@maryland.gov**
- **Fax:** Maryland Department of Health at **410-333-7194**
- **Go online:** to **health.maryland.gov/oig/pages/report_Fraud.aspx** and click on “Report Fraud”
- **Write to:** The Maryland Department of Health
Office of the Inspector General/Program Integrity
201 West Preston Street, Room 520
Baltimore, MD 21201

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™

Use Group ID: **MDCAID** to register.

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-800-318-8821**, TTY **711**

8 a.m.–7 p.m. ET, 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:

1-877-440-0251, 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:

1-866-784-8454, TTY **711** | **quitnow.net**

Get help quitting smoking at no cost to you (toll-free).





Member resources

Care Management:

1-800-460-5689, 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 (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, unlimited talk minutes and unlimited texts each month. Plus, the option to purchase a phone starting at \$25.

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).

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.

Health Education Program:

Your Health Educator can help you learn healthy habits. Get help managing diabetes, asthma, blood pressure and cholesterol. And get reminders for checkups and immunizations for your family.

For more information, please contact our Health Educator at:

mdhealtheducation@uhc.com



NOTICE TO THE PUBLIC

NON-DISCRIMINATION STATEMENT AND ACCESSIBILITY REQUIREMENTS

UnitedHealthcare Community Plan and The Maryland Department of Health (the Department) comply with applicable Federal civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan, upon request:

- Provides free aids and services to people with disabilities to communicate effectively with Department staff, such as, but not limited to:
 - Qualified sign language interpreters
 - Writing information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides **NO COST, FREE** language services to people whose primary language is not English, such as, but not limited to:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please contact the Department's health program, service, local health department or health insurance marketplace directly.

If you believe that the Department has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, UnitedHealthcare Civil Rights Grievance, P.O. Box 30608, Salt Lake City, UTAH 84130, 1-800-318-8821, TTY 711, **UHC_Civil_Rights@uhc.com** or The Maryland Department of Health, Office of Equal Opportunity Programs, Equal Access Compliance Unit (EACU), 201 West Preston Street, Room 422, Baltimore, Maryland 21201, 410-767-6600 (Voice) 410-333-5337 (Fax), **mdh.oeop@maryland.gov** (email). Deaf and hard of hearing individuals may use MD Relay 7-1-1.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, staff are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697(TDD).

Complaint forms are available at
<https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>.

Language Accessibility Statement

If you speak English, language assistance services, free of charge, are available to you.

Call: 1-877-463-3464 (TTY: 7-1-1).

Español/Spanish

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al: 877-463-3464 (TTY: 7-1-1).

አማርኛ/Amharic

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Arabic/ العربية

877-463-3464 برقم اتصل. بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة (7-1-1: TTY). والبكم الصم هاتف رقم).

Bàsɔ́ -wùdù-po-nyò(Bassa)

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ́ -wùdù-po-nyò] jũ ní, nìí, à wuɖu kà kò dò po-poòbɛín m̩ gbo kpáa. Ðá 877-463-3464 (TTY: 7-1-1)

中文/Chinese

如果您使用繁體中文,您可以免費獲得語言援助服務。請致電 877-463-3464 (TTY: 7-1-1)

Farsi/ فارسی

توجه: اگر به زبان فارسی گفتگو می کنی د، تسهی لات زبان ی بصورت رای گان برای شما
دا ری بگی تماس 877-463-3464 (TTY: 7-1-1) با .باشد ی م فراهم

Français/French

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le: 877-463-3464 (ATS: 7-1-1).

ગુજરાતી/Gujarati

જો તમે ગુજરાતી બોલો છો, તો તમારા માટે ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો:
877-463-3464 (TTY: 711).

kreyòl ayisyen/Haitian Creole

Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 877-463-3464 (TTY: 7-1-1).

Igbo

O buru na asu Ibo asusu, enyemaka diri gi site na call 877-463-3464 (TTY: 7-1-1)

한국어/Korean

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

877-463-3464 (TTY: 7-1-1) 번으로 전화해 주십시오.

Português/Portuguese

Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para

877-463-3464 (TTY: 7-1-1)

Русский/Russian

Помощь доступна на вашем языке: 877-463-3464 (TTY: 7-1-1). Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa iyang wika: 877-463-3464 (TTY: 7-1-1). Ang mga serbisyong ito ay libre.

Urdu/اردو

ن کری کال - ن ی ہ اب ی دست ن می مفت خدمات کی مدد کی زبان کو آپ تو، ن ی ہ بولتے اردو آپ اگر: خبردار
877-463-3464. (7-1-1: TTY)

Tiếng Việt/Vietnamese

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số
877-463-3464 (TTY: 7-1-1).

Yorùbá/Yoruba

Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 877-463-3464
(TTY: 7-1-1)