



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.

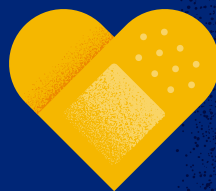
Flu shots are covered at no cost to you. They are quick and simple to get.

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 to see if you qualify and ask about this program.





Know your A1C number

If you have diabetes, getting your A1C test is an important way to stay healthy. An A1C test shows your average blood sugar level over the past 2 to 3 months. It can help you and your doctor see how well your diabetes is being managed.

High blood sugar can lead to health problems over time. It can affect your eyes, kidneys, heart, and feet. That is why it is important to get your A1C test as recommended by your doctor.

MO HealthNet Managed Care health plan members with diabetes may have extra support available. Care Management can help you understand your condition, set health goals, and find resources to support your health. Some members may also qualify for diabetic tailored meals designed to support healthy blood sugar levels. In addition, you may be able to earn a reward when you complete a diabetic eye exam.

Taking care of diabetes does not have to be hard. Small steps can make a big difference. Eat healthy foods, stay active, take your medicines as directed, and keep up with your doctor visits and tests.

Talk to your doctor about your next A1C test. Knowing your number can help you stay on track and feel your best.



To learn more about Care Management, diabetic tailored meals, or rewards for a diabetic eye exam, call Member Services or talk with your doctor.





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 child’s 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.



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 **1-866-292-0359**, 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:

1-800-866-6827, 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**.



Member resources

Transportation:

1-844-529-1801, TTY 711

Benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement.

Care Management:

Toll-free **1-866-292-0359, 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.

Quit For Life:

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

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

Diabetes-tailored meals:

Members enrolled in diabetes disease management are eligible for diabetes tailored meals. This is a 12-week program with 4 weeks of nutritional education followed by 8 weeks of diabetic-tailored meals.

Healthy First Steps®:

1-800-599-5985, TTY 711

Access educational articles, appointment reminders and customizable tools by downloading the Babyscripts **myJourney app**. To sign up, visit the Apple App Store® or Google Play™ store on your smartphone. It's that simple.

GEDWorks:

Members 18 years and older who want to earn their diploma can get access to custom study plans, a dedicated advisor, free 24/7 online tutoring, practice tests and more.

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

One Pass:

rallyhealth.com/onepass-uhcmo

Members 18+ can access more than 300 fitness centers across Missouri, including YMCAs, Planet Fitness, Anytime Fitness and many small local gyms.

YMCA Membership:

ymca.net/find-your-y

Members up to 17 years old can join their local Y and participate in programs.

Member Rights and Responsibilities:

To see member rights and responsibilities, please refer to member resources at **uhccommunityplan.com/mo/medicaid/mo-health-net**.

Walmart+ membership

Adults ages 18 years and older who are enrolled in case management for 30 days and who live within 12 miles of a Walmart can get no-cost shipping and deliveries, gas savings, movies and more.

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 the toll free number on your member identification card (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 **1-866-292-0359**, TTY **711**. Hours are 8 a.m.–5 p.m. CT, Monday–Friday.

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 1-866-292-0359, 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 1-866-292-0359, TTY 711.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 무료 언어 지원 서비스와 큰 활자체 인쇄와 같은 다른 형식의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스에 1-866-292-0359, TTY 711번으로 전화하십시오.

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 tài liệu thông tin miễn phí ở định dạng khác như bản in cỡ chữ lớn. Xin gọi cho Dịch vụ Hội viên theo số 1-866-292-0359, TTY 711.

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. Appelez le Service membres au 1-866-292-0359, ATS 711.

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**)، فتتوافر لك خدمات مساعدة لغوية مجاناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. تواصل بقسم خدمات الأعضاء على الرقم 1-866-292-0359، الهاتف النصي 711.

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 1-866-292-0359, TTY 711.

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1-866-292-0359、聽障專線 (TTY) 711 與會員服務部聯絡。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter: 1-800-349-1855, TTY 711 an.

توجه: اگر به فارسی (**Farsi**) صحبت نمی‌کنید، خدمات کمکی زبان رایگان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. یا با خدمات اعضاء به شماره 1-866-292-0359 (TTY 711) تماس

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 1-866-292-0359, TTY 711.

WICHDICH: Wann du **Deitsch** (**Pennsylvania Dutch**) schwetzscht, kenne mer dich Schprooch-Hilf griege, wann du's brauchscht, un Information in differnti Wege, so wie gross Schreiwes (large print). Du zellscht nix bezaahle misse fer ennich eppes wie sell. Call Member Services an 1-866-292-0359, TTY 711.

ATENÇÃO: caso fale português do **Brasil** (**Brazilian Portuguese**), você tem à disposição serviços gratuitos de assistência linguística e comunicações gratuitas em outros formatos, como letras grandes. Ligue para o Atendimento a Membros em 1-866-292-0359, 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 1-866-292-0359, TTY 711.

ማሳሰቢያ:- አማርኛ (Amharic) የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና በሌሎች ቅርጾች የሚቀርቡ እንደ ትልቅ ህትመት ያሉ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ይገኛሉ። ለአገላት አገልግሎት በ1-866-292-0359፣ 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 1-866-292-0359, TTY 711.