



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.

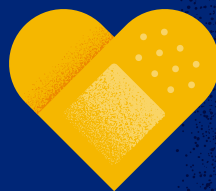
Flu shots are covered at no cost to you. They are quick and simple to get.

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.





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.



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.



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.**



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 **1-800-641-1902**, 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: 1-877-543-4293, TTY 711

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

Care Management:

Toll-free **1-800-641-1902**, 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).





Member resources

Transportation Services: To schedule a ride call MTM: **1-888-777-6924**, TTY **711** or visit **memberportal.net**

MTM can assist you with rides to and from your medical and dental appointments including rides to the pharmacy to pick up your prescription. To schedule a ride, call at least 3 business days before your appointment. We cover trips for Nebraska Medicaid coverable services within a 20-mile radius of your home in Nebraska.

Additionally, rides within a 10-mile radius from your home are available to WIC, prenatal and parenting classes, place of worship, grocery/retail store, food pantry, employment preparation, community center and support group meetings as a value-added service. Rides are limited to a total of 48 one-way trips per year.

Live and Work Well:
liveandworkwell.com

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

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.



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, including qualified American Sign Language interpreters. 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 **1-800-641-1902, 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 **1-800-641-1902, 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 1-800-641-1902, 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 1-800-641-1902, 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 1-800-641-1902（聽障專線 (TTY) 711）與會員服務部聯絡。

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-641-1902, TTY 711번으로 전화하십시오.

ဟ်သ့ၣ်ဟ်သး- နမ့ၢ်ကတိၣ် ကျိၣ် (Karen) န့ၣ် ကျိၣ်တၢ်တိၣ်စၢၤမၤစၢၤတၢ်လၢ်ဘူးလဲၣ်ဒီး တၢ်ဆဲးကျါဆဲးကျိၣ် လၢတလၢ်ဘူးလဲ လၢသနီၣ်အဂ့ၢ်ဂၤတဖၣ် ဒ်အမ့ၢ် တၢ်စဲးကျိၣ်လၢ်လၢအလၢ်ဖျါၣ်အဒိၣ် အိၣ်လၢနီၣ်န့ၣ်လီၤကိး Member Services ဝဲ 1-800-641-1902, TTY 711 တက့ၢ်။

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**)، فنتوفر لك خدمات مساعدة لغوية مجانًا ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بخدمات الأعضاء على الرقم 1-800-641-1902، الهاتف النصي 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 1-800-641-1902, ATS 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 Xubnaha telefoonka 1-800-641-1902, TTY 711.

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 1-800-641-1902, TTY 711 an.

ध्यान दिनुहोस्: यदि तपाईं **नेपाली (Nepali)** बोलुहुन्छ भने, तपाईंलाई निःशुल्क भाषिक सहायता सेवा दिइने छ र ठूलो अक्षरमा प्रिन्ट जस्ता अन्य ढाँचामा पनि सूचना आदानप्रदान गराइने छ। सदस्य सेवा कार्यालयलाई 1-800-641-1902, TTY 711 मा कल गर्नुहोस्।

ВНИМАНИЕ: Если Вы говорите по-**русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-641-1902, TTY 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ (Lao)**, ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ຟຣີ ແລະ ມີການສື່ສານຟຣີໃນຮູບແບບອື່ນ, ເຊັ່ນ ຕົວພິມໃຫຍ່, ໃຫ້ທ່ານ. ໂທຫາສູນ ບໍລິການສະມາຊິກ ທີ່ 1-800-641-1902, TTY 711.

Têbînî: Heke tu bi Zimanê **Kurdî (Kurdish)** diaxivî, xizmetên zimanî yên belaş û danûstandinên belaş di formên din Ên weke çapa mezin ji bo te tê dabînkirin. Digel Xizmetên Endaman bi hejmara 1-800-641-1902, TTY 711 têkilî dayîne.

توجه: اگر به فارسی (**Persian**) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضاء به شماره 1-800-641-1902 (TTY 711) تماس بگیرید.

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：1-800-641-1902, 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 các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Gọi cho bộ phận Dịch vụ Hội viên theo số 1-800-641-1902, TTY 711