



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.

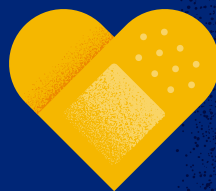
Flu shots are covered at no cost to you. They are quick and simple to get.

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.





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.



Understanding your NJ FamilyCare Medicaid coverage and billing

What you need to know

Medicaid (NJ FamilyCare) helps pay for your health care. Knowing how billing works can help you avoid surprise bills, get care with confidence and know when a bill is not correct. Here's what to expect when you get care, and what to do if you get a bill.

Before and during your visit

Taking these actions at every health care visit can help make your process go more smoothly:

- Show all your insurance and health plan ID cards
- Make sure the office has your correct name, address and insurance info
- Check that your provider is in your health plan network
- Before getting a service, ask if it is covered and/or if you will have a copay
- Do not sign any form unless you understand it
- Call NJ FamilyCare or the Member Services number on the back of your member ID card if your insurance changes
- If you need medicine, ask for one that is on the approved list, because those are covered
- Emergency care in the United States is also covered

What your provider must do

Providers in your health plan network have rules they must follow. They must bill NJ FamilyCare/Medicaid – not you – for covered services. They also cannot charge you extra for NJ FamilyCare/Medicaid-covered services.

If a service is not covered, the provider must:

- Tell you in writing before you get the service
- Get your signed okay before giving you that service

If you have other insurance, the provider must bill that insurance first and Medicaid last.

When you may need to pay

You may need to pay if:

- Your plan requires a copay
- You choose a service NJ FamilyCare/Medicaid does not cover or that is not medically needed, and you signed a form agreeing to pay
- You see a provider who is not in your plan without getting approval first, except for emergency care

When you cannot be billed

You should not get a bill for:

- More than your copay for covered care
- Emergency care, except for normal copays
- Covered services from an in network provider, even if you forget your card

If you get a bill

First, call the provider to check if the bill is correct. Make sure they have your current insurance info, and remind them that you have Medicaid. Then allow time for the claim to be processed.



We're here to help

Have questions? Chat with Member Services through the **UnitedHealthcare® app** or **myuhc.com/communityplan**. You can also call **1-800-941-4647**, TTY **711**.



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.



Falls can be serious but a few simple steps can help older adults avoid falls and stay safe

1. Keep moving

Stay active to build strength and balance. Try walking, dancing, or gentle exercises like tai chi.

Please see the Member Resources section of the UHC Dual Complete® NJ-Y001 member website for a listing of Senior Centers in New Jersey. Many of them offer group exercise classes and other activities.



Good to know: The UHC Dual Complete® NJ-Y001 plan includes a free gym membership and access to workout videos and live online fitness classes. Call **1-800-514-4911**, TTY **711**, to learn more.

2. Make your home safer

- Remove loose rugs and clutter on the floor
- Keep rooms well-lit
- Add grab bars in the bathroom

3. Wear the right shoes

Choose shoes with non-slip soles. Avoid high heels, slippers, or walking in socks.

4. Talk to your doctor

Some medications can make you dizzy or drowsy. Ask your doctor to review your prescriptions.

5. Check your vision

Visit your eye doctor regularly to keep your vision sharp.

6. Use support tools

If needed, use a cane or walker for extra balance.





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 **1-800-941-4647**, TTY **711**

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

Transportation: 1-866-527-9933,

TTY **1-866-288-3133**

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 35 miles of your home.

New Jersey Quitline:

1-866-657-8677, TTY **711** | **njquitline.org**

This is a free counseling service for smokers who are ready to stop.

Care Management:

1-800-941-4647, TTY **711** (toll-free)

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.

Live and Work Well: **liveandworkwell.com**

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



Suicide & Crisis Lifeline: 988

Call or text if you need crisis support or are worried about someone else.

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

Healthy First Steps®

1-800-599-5985, TTY **711** (toll-free)

uhchealthyfirststeps.com

Get support throughout your pregnancy.

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.

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 (including pregnancy, sexual orientation, and gender identity). 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 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: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-941-4647, 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 1-800-941-4647, TTY 711.

注意：如果您說**中文 (Chinese)**，則可獲得免費的語言協助服務及其他形式的免費通訊服務（例如：大字體印刷）。請致電 1-800-941-4647（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 1-800-941-4647, TTY 711번으로 전화하십시오.

ATENÇÃO: Se falar **português (Portuguese)**, estão disponíveis para si serviços de assistência linguística gratuitos e comunicações gratuitas noutros formatos, tais como em letras grandes. Ligue para o Serviço de Apoio a Associados através do número 1 800 941-4647, TTY: 711.

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**) ، فنتوافر لك خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بخدمات الأعضاء على الرقم 1-800-941-4647، الهاتف النصي 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 1-800-941-4647, TTY 711.

UWAGA: Jeśli mówi Pan/Pani w języku **polskim (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do Member Services pod numer 1-800-493-4647, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyonang libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-941-4647, TTY 711.

ВНИМАНИЕ! Если Вы говорите **русский (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-941-4647, TTY 711.

ध्यान दें: यदि आप **हिन्दी (Hindi)** बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएँ और बड़े अक्षरों वाले प्रिंट अन्य प्रारूपों में निःशुल्क संचार उपलब्ध हैं। सदस्य सेवाओं को 1-800-941-4647, TTY 711 पर कॉल करें।

ATTENZIONE: se parla **italiano (Italian)** sono disponibili servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiami il servizio soci al numero 1-800-941-4647, 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 khác như bản in khổ lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-941-4647, TTY 711.

মনোযোগ দিন: আপনি যদি **বাংলা (Bengali)** ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা এবং বড় প্রিন্টের মতো অন্যান্য ফরম্যাটে বিনামূল্যে যোগাযোগ আপনার জন্য উপলভ্য আছে। সদস্য পরিষেবায় 1-800-941-4647, TTY 711 নম্বরে কল করুন।

ધ્યાન આપો: જો તમે **ગુજરાતી (Gujarati)** બોલો છો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ અને મોટા અક્ષરો જેવા અન્ય ફોર્મેટમાં નિઃશુલ્ક સંદેશાવ્યવહાર તમારા માટે ઉપલબ્ધ છે. સભ્ય સેવાઓને 1-800-941-4647, TTY 711 પર કૉલ કરો.