



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 CHIP 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.



United
Healthcare®
Community Plan



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.

Vaping

Dangers of vaping

Many kids and teens may not realize how harmful vaping can be. Vaping means using an e-cigarette. These devices create a vapor that is breathed into the lungs.

The vapor can contain harmful chemicals, and many vapes have nicotine. Nicotine is a drug that can make it hard to stop using it and can harm a child's lungs and brain.

Vaping can cause coughing, chest pain, and trouble breathing. It can also lead to serious lung problems.

As a parent, you can help your child stay safe. Talk with your child about the risks of vaping and how it can harm their health.



If your child needs help to quit, support is available. Talk to your child's doctor about options to help them quit.

Flu shot

Protect your child this flu season

Flu season is here. The flu can spread easily from one person to another.

Getting a flu shot is the best way to help protect your child and your family. It can help keep your child 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 your child each season.



Stay protected this season

Visit your child's doctor or a nearby pharmacy to get a flu shot today.



Help your child stay healthy

Taking your child to the doctor each year is important. These visits are called well-child visits. They help your child grow strong and stay healthy.

At a well-child visit, the doctor will:

- Check your child's height and weight
- Make sure your child is growing the right way
- Look for any health problems
- Answer your questions

These visits can help find problems early, before they get bigger. They also help you know your child is on track.



Book online today. Log in to your member account to schedule your child's well-child visit or find a doctor near you.



Plan information

Use your account to learn about your plan

Did you know you can get plan info on your phone or online?

When you sign in, you can see details about your health plan. You can:

- Check your benefits
- Look at your claims
- Find tools to help you stay healthy

Your account makes it easy to manage your care in one place, anytime.



Get started today. Log in to your account using your phone or computer to view your plan and tools.



Asthma and allergy triggers

If your child has asthma, some things can make it worse. These are called triggers. Triggers can cause coughing, wheezing or trouble breathing.

Common triggers include pollen, dust, mold, pet hair and smoke. These are also things that can cause allergies. This is why asthma and allergies often go hand in hand.

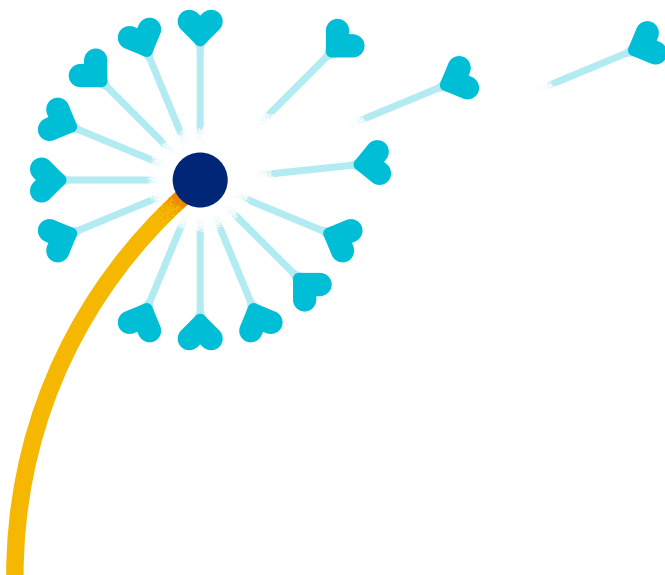
During certain times of the year, like spring or fall, there may be more pollen in the air. This can make asthma worse. This is called seasonal asthma.

You can help protect your child by learning what triggers their asthma. Try to keep your home clean, reduce dust and stay inside when pollen levels are high. If your child has allergies, managing them can also help control asthma.

It is important for your child to take their medicine as directed and follow their asthma care plan.



Help your child breathe easier. Talk with your child's doctor about ways to manage asthma and allergy triggers.



Stay on top of your child's medicines

If your child takes medicine, it's important to stay up to date. This helps keep your child safe and feeling their best.

Some children need medicine every day or in case of an emergency. This may include:

- An inhaler for asthma
- An EpiPen for allergies
- Other medicines for health needs

Take a few easy steps to stay ready:

- Check that medicines are not expired
- Refill medicines before they run out
- Keep medicine in a place that is easy to find

Planning ahead can help you be ready anytime your child needs care.



Stay one step ahead. Log in to your account or app to refill your child's prescriptions or check your pharmacy benefits.



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.



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: 1-800-414-9025,

TTY/PA Relay **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 (toll-free).

NurseLine:

1-877-440-0253, TTY/PA Relay **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**.

Care Management: 1-800-414-9025, TTY/PA Relay **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).



Suicide & Crisis Lifeline:

For help, call **988**.

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your child's 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.

Enhanced Member Support Unit (EMSU) formerly Special Needs Unit:

1-877-844-8844, TTY/PA Relay **711**

Get support for ongoing physical, developmental, emotional or behavioral conditions.

We can help beyond health care:

1-800-414-9025, TTY/PA Relay **711**

If your family has a need for food, housing or help with utilities bills, call Member Services (toll-free).

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **UnitedHealthcare Community Plan** at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that **UnitedHealthcare Community Plan** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364
Email: **UHC_Civil_Rights@uhc.com**

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: 717-787-1127, TTY/PA Relay 711
Fax: 717-772-4366, or
Email: **RA-PWBEAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity 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/portal/lobby.jsf>**, or by mail, phone or email at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-414-9025 (TTY/PA RELAY 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-414-9025 (TTY/PA RELAY 711) o hable con su proveedor.

Chinese; Mandarin

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电1-800-414-9025 (TTY/PA RELAY 711) 或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन् । पहुँचयोग्य ढाँचाहरूमा जानकारी पर्दान गर्न उपयुक्त सहायता र सेवाहरू पिन निःशुल्क उपलब्ध छन् । 1-800-414-9025 (TTY/PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो पर्दायकसँग कुरागर्नुहोस् ।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-414-9025 (TTY/PA RELAY 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (1-800-414-9025 (TTY/PA RELAY 711) أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-414-9025 (TTY/PA RELAY 711) oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-414-9025 (TTY/PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-414-9025 (TTY/PA RELAY 711) або зверніться до свого постачальника.

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電1-800-414-9025（TTY/PA RELAY 711）或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-414-9025 (TTY/PA RELAY 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-414-9025 (TTY/PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-414-9025 (TTY/PA RELAY 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរសេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-414-9025 (TTY/PA RELAY 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-414-9025(TTY/PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-414-9025 (TTY/PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.