



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 UnitedHealthcare Community Plan 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 UnitedHealthcare Community Plan. 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 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 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 provider 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.

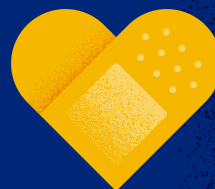
Flu shots are covered for you. They are quick and simple to get.

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 provider 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 provider 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 provider 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.



Small steps can lead to better health

Start small for a healthier you.

Improving your health does not have to happen all at once. Small changes can add up over time. When you take one step at a time, healthy habits can become part of your daily routine.

Think about one thing you would like to improve. Maybe you want to drink more water, eat more fruits and vegetables, be more active, or get more sleep. Choose one goal and focus on it. Small goals are often easier to reach than big ones.

For example, if you want to be more active, start with a 10-minute walk each day. If you want to eat healthier, add a piece of fruit to your breakfast. Simple steps like these can help you build healthy habits that last.

It is also important to celebrate your progress. Every healthy choice is something to be proud of. Even if you miss a day, do not give up. Tomorrow is a new chance to try again.

Friends and family can help too. Share your goals with someone you trust. They can encourage you and help you stay motivated.

Remember, good health is a journey. You do not need to be perfect. What matters most is making steady progress and choosing healthy habits whenever you can.



Take the next step.

Pick one healthy habit to work on this week. Small changes today can help you build a healthier future.





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



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

NurseLine: 1-877-440-9407, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

Member Services:

Toll-free **1-800-587-5187, 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.





Member resources

Quit For Life:

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

Get help quitting smoking (toll-free).

Transportation:

1-855-330-9131, TTY 711

Rhode Island Executive Office of Health and Human Services (EOHHS) has partnered with Medical Transportation Management (MTM) to provide non-emergent transportation services. Members must meet specific requirements to be eligible for transportation. Bus tickets need to be requested 7 business days in advance. For van or taxi rides, call at least 2 business days before your appointment.

Care Management:

1-800-672-2156, 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).

BH Link: 401-414-LINK (401-414-5465)

Mental health support is available 24 hours a day, 7 days a week.

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

uhhealthyfirststeps.com

Get support throughout your pregnancy (toll-free).

Calm Health:

Support your mental health with the Calm Health app. This app features digital programs designed to help you care for your well-being. Get started by downloading the **UnitedHealthcare® app** and finding Calm Health on the Coverage & Benefits page.

Community Resources:

uhc.care/HTCommResources

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more. 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.

One Pass Gym and

Digital Fitness Membership:

Toll-free **1-800-587-5187, TTY 711**

Get access to a network of gyms and fitness locations and live, digital fitness classes and on-demand workouts. Members also have access to YMCA family memberships. Must be aged 18 or older. Call Member Services to enroll.

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 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 the toll-free number on your member identification card.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación de miembro.

ATENÇÃO: Se fala **português, (Portuguese)**, estão disponíveis para si serviços gratuitos de assistência linguística e comunicações gratuitas noutros formatos, como letras grandes. Telefone para o número gratuito no seu cartão de identificação de associado.

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）。請撥打會員身份識別卡上的免付費電話。

សម្គាល់: ប្រសិនបើអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)** សេវាកម្មជំនួយភាសាឥតគិតថ្លៃ និងការទំនាក់ទំនងឥតគិតថ្លៃក្នុងទម្រង់ផ្សេងៗទៀត ដូចជាអក្សរធំៗ គឺអាចរកបានសម្រាប់អ្នក។ សូមទូរសព្ទទៅលេខដែលឥតគិតថ្លៃដែលមាននៅលើកាតសម្គាល់សមាជិករបស់អ្នក។

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. Veuillez composer le numéro gratuit figurant sur votre carte de membre.

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 nimewo gratis lan ki sou kat idantifikasyon ou kòm manm lan.

DYÉÐÉ-GBO-DE-ÐÈ: Ɔ juʼ ké mè dyi wuɖu **Bàsɔ̀, (Bassa)**, wuɖu-xwíniín-mú-zà-zà ké nyo-bʋn-po-kà 6e 6é nyuɛɛ ɖéɓé ɖéinʼbě, 6eʼse wíɖí pée-pée ɖò kɔ́ɛ nì 6ó mè biì. Gàɖàfò-ɖúú nɔnba ɖà kɔ́ kpoo-nyo juʼin nyéné kard.

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، فتوجد هناك خدمات مساعدة لغوية مجاًاً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بالرقم المجاني المدون على بطاقة تعريف العضو الخاصة بك.

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 numero verde riportato sulla Sua tessera identificativa del piano sanitario.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Lao)**, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ມີການສື່ສານໃນຮູບແບບອື່ນໆ ເຊັ່ນ ຍ່ອງໃຫຍ່ ໃນການສື່ສານ: ສື່ສົ່ງພິມຂະໜາດໃຫຍ່. ໂທຫາເບີໂທບໍ່ເສຍຄ່າຢູ່ໃນບັດປະຈຳຕົວສະມາຊິກຂອງທ່ານ.

Ige nti: Ọ bụrụ na ị na-asụ **asụsụ igbo, (igbo)**, ị ga-enweta enyemaka asụsụ n'efu ya na nkwurịta n'efu, n'ụdị ndị ọzọ, dịka nnukwu mbipụta akwụkwọ, dị ka ị nwere. Kpọọ nomba a na-akwughị ụgwọ dị na kaadị njirimara onye òtù gị.

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 pod bezpłatny numer podany na karcie identyfikacyjnej członka.

참고: 귀하가 **한국어, (Korean)**을 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 식별 카드에 기재된 무료 전화번호로 전화하십시오.

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 libreng numero sa iyong kard ng pagkakakilanlan bilang miyembro.

ВНИМАНИЕ: Если Вы говорите **по-русски, (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

AKÍYÈSÍ: Tí o bá nsọ **Yorùbá, (Yoruba)**, àwọn isẹ àtilẹhin èdè lófèṣé ati àwọn ibánisọrọ ní àwọn ọna kika miràn, gẹgẹbi titẹ ílá, wà lárọwọ́tó fún ọ. Pe nomba lófèṣé lori káádì idanimọ ọmọ egbé rẹ.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Vui lòng gọi số miễn cước trên thẻ nhận dạng hội viên của quý vị.