UnitedHealthcare® Community Plan

Q3, 2026
Developmental Disabilities

HealthTalk

Your journey to better health

Stay covered – watch for important information from your state

The rules to keeping your Medicaid coverage may be changing. Watch for a message from your state's Medicaid agency. It will tell you what you need to do to keep your coverage.

Plan benefits

Community Resources

Where to turn for help.

UnitedHealthcare Community Resources connects you to programs across the country that offer support at low or no cost.

Find help in your area, including:

- Back-to-school clothes and supplies
- Transportation assistance for school or work
- Food pantries and community gardens

To get started: Open the **UHC mobile app** and tap the **Community Resources** tile found under **Benefits.**

UnitedHealthcare Community Plan
P.O. Box 30449
Salt Lake City, UT 84130-0049

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Heart health

Medications, blood pressure and heat

Hot weather can be harder on people with high blood pressure, especially if they take medicine. Some blood pressure medicines can make you lose more water. When it's hot and you sweat more, this can lead to dehydration.

Other medicines can make it harder for your body to cool down or adjust to the heat. Heat can also lower blood pressure by causing blood vessels to relax. Together, heat and medicine can sometimes make people feel dizzy or weak.

Drinking water, staying cool and paying attention to how you feel can help protect your heart during hot weather.

Preventive care

Keep your skin safe from the sun

Spending time outside is fun and good for your health. It helps you move your body and feel less stressed. You can enjoy being outside and still keep your skin safe from skin cancer.

Most skin cancers are caused by too much sunlight. The sun gives off ultraviolet (UV) rays. You cannot see UV rays, but they can hurt your skin. UV rays also come from tanning beds and sunlamps. Over time, they can damage skin cells.

How to protect your skin

The easiest way to protect your skin is by using sunscreen. Wearing long sleeves, sunglasses and a wide-brimmed hat also helps. Try to stay away from tanning beds. If you want your skin to look tan, use sunless tanning lotions or sprays instead.

Check your skin once a month. Look for changes in the size, shape or color of moles or spots. If you notice any changes, call your doctor and make an appointment.

Getting care

Support for managing long-term health problems

Learn about your condition and get support to feel your best

Living with a long-term health problem can feel hard. You may feel worried or unsure. You are not alone. Learning about your health is the first step to feeling better and more in control.

You may have questions like:

- What is my health condition?
- How does it affect my body?
- What treatments can help me?
- What could happen if I don't make healthy changes?

Our Disease Management program is here to help. It gives you information and support so you can make good choices about your health.

We offer help with many health conditions, including:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Heart disease
- Chronic lung disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- High blood pressure
- Obesity
- Sickle cell disease

You can visit **myuhc.com/communityplan/healthwellness** to find tools, tips and support. These resources are made to help you take care of your health with confidence.

Mental health

Calm Health

Mind. Body. You.

Introducing Calm Health, a no-cost app that can help UnitedHealthcare Community Plan members boost their mental health.

The Calm Health app allows users to tap into a library of support – including meditation practices, mental health programs, exercises to improve focus, stress management content and more. Get started by downloading the **UnitedHealthcare app** and finding Calm Health on the Coverage and Benefits page or downloading the Calm Health app.

Dual Complete

Get more with UnitedHealthcare Dual Complete

UnitedHealthcare Dual Complete is a Medicare Advantage plan designed for members who have both Medicare and Medicaid—and it offers extra benefits that can make everyday life a little easier. Those who qualify may receive a monthly credit for healthy food, over-the-counter products, and even help with utilities.

When you're an aligned member, meaning you have UnitedHealthcare for both Medicare and Medicaid, you get even more support. With aligned coverage, UnitedHealthcare coordinates your care in one connected system. That means a team that helps you navigate the health care system, connect to the right providers, manage benefits, and get you the services you need—when you need them.

Dual Complete is about more than coverage—it's about simplifying your care and supporting your whole health, every step of the way.

Medicare Part D issues: what you need to know

Medicare Part D helps cover prescription drugs. If you have Medicare and AHCCCS, they work together so you can get the medicines you need.

Having trouble at the pharmacy?

If a prescription is delayed or denied, help is available. You can ask questions, get support, and find out what steps to take so you don't go without your medication.

Tips to avoid pharmacy delays:

- Make sure your prescription is covered
- Use pharmacies in your plan's network
- Ask about coverage rules before you refill

Need help paying for medications?

You may qualify for Extra Help, also called the Low-Income Subsidy, which can lower your drug costs. Support resources are available to help you apply.

Vaccines and Part D coverage

Medicare drug plans must cover all commercially available vaccines (like the shingles vaccine) when they are medically necessary to prevent illness. Vaccines covered under Medicare Part B (medical insurance) are not included under Part D.

If you have questions about Medicare Part D or need help with next steps, contact your Primary Care Provider (PCP) or your health plan for support.

Member address

Keep your address current. Keep your benefits.

It's important to keep your address up to date with UHCCP and Medicare. If you don't respond on time to address update requests, your Medicare Special Needs Plan could end, which may lead to a loss of benefits.

Disability benefits

Helping people find the right support with Arizona Disability Benefits 101 (AZ DB101)

AZ DB101 is a helpful online tool that connects people to the resources they need to stay healthy. It focuses on everyday needs like housing, food, employment services and access to health care. These needs can affect a person's health just as much as doctor visits.

AZ DB101 makes it easier for individuals and families to find community services and support in one place. **az.db101.org**

Information security

Safe and secure

How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs.

This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit **uhc.com/about-us/rel-collection-and-use**. For more information on our health equity program, visit **unitedhealthgroup.com/uhg/what-we-do.html**.

Suicide prevention

3 digits could save a life

Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.[1]

Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the **988 Suicide & Crisis Lifeline** for support from a trained crisis counselor.

[1] Source: Centers for Disease Control and Prevention (CDC).

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 **1-800-348-4058,** 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:
1-877-440-0255, 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 **1-800-348-4058,** 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.

Member resources

Arizona Smoker's Helpline (ASHLine): 1-800-556-6222 | ashline.org
Get help quitting smoking (toll-free).

Transportation: 1-888-889-0358, TTY **711** (toll-free)
If you need help with a ride to an appointment, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 3 days before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

Crisis Line for Help With Mental Health: 1-844-534-HOPE (4673), TTY **711**

Suicide & Crisis Lifeline: Call or text **988**
Chat: **chat.988lifeline.org/**
Deaf/HoH: **988lifeline.org/deaf-hard-of-hearing-hearing-loss/**

Office of Individual and Family Affairs (OIFA): 1-800-348-4058, TTY **711**
We're here to help. Call Member Services and ask to speak with OIFA.

Assurance Wireless: assurancewireless.com/buhc
Get 4.5GB of high-speed data, 3,000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for a minimal fee.

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.

Arizona Community Resource Guide: uhc.care/AZ_DDD_Resource_Guide
We're committed to helping our community live healthier lives. The UnitedHealthcare Community Resource Guide can help you find the resources and support you need.

United Healthcare Community Plan

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Notice of nondiscrimination

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that, if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in an alternative format or for further information about this policy please contact UnitedHealthcare Community Plan, **1-800-348-4058,** TTY **711** (ACC/DD members), ALTCS-EPD members please call **1-800-293-3740,** 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: Language assistance services and communications in other formats, such as large print, are available to you at no cost. Call 1-800-348-4058, TTY 711 (ACC/DD members), ALTCS-EPD members call 1-800-293-3740, TTY 711.

ATENCIÓN: Si habla **español**, **(Spanish)**, tiene acceso a servicios de asistencia lingüística y a materiales en otros formatos, como letra grande, sin costo. Llame al 1-800-348-4058, TTY 711 (para miembros de ACC/DD); los miembros de ALTCS-EPD deben llamar al 1-800-293-3740, 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 nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi số 1-800-348-4058, TTY 711 (dành cho thành viên ACC/DD), thành viên ALTCS-EPD gọi số 1-800-293-3740, TTY 711.

تنبيه: إذا كنت تتحدث **العربية، (Arabic)** فتوجد هناك خدمات مساعدة لغوية ورسائل بتنسيقات أخرى، مثل الطباعة بحروف كبيرة بدون تكبدك أي تكلفة. اتصل على الرقم 1-800-348-4058، الهاتف النصي على الرقم 711 (أعضاء ACC/DD)، اتصل على الرقم 1-800-293-3740، الهاتف النصي على الرقم 711 (أعضاء ALTCS-EPD).

注意：如果您說**中文**，**(Traditional Chinese)**，則可免費獲得 語言協助服務及其他形式的通訊服務，例如：大字體印刷。請撥打 1-800-348-4058，聽障專線 (TTY)711 (ACC/DD 會員適用), ALTCS-EPD 會員請撥打 1-800-293-3740，聽障專線 (TTY)711

请注意：如果您说**中文**，**(Simplified Chinese)**，我们 将为您提供免费的语言协助服务,以及其他格式(如大字体) 和辅助工具。请拨打 1-800-348-4058，TTY 711(ACC/DD 成员)，ALTCS-EPD 成员请拨打 1-800-293-3740，TTY 711

توجه: اگر به **فارسی،(Farsi)** صحبت نمی‌کنید، خدمات کمکی زبان و مطالب در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با شماره 1-800-348-4058، TTY 711 (اعضای ACC/DD) تماس بگیرید. اعضای ALTCS-EPD با شماره 1-800-293-3740، TTY: 711 تماس بگیرند.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 언어 지원서비스와 다른 형식의 커뮤니케이션(예, 큰 활자체로 된 정보)이 귀하에게 비용 없이 제공됩니다. 1-800-348-4058, TTY 711(ACC/DD 가입자)로 전화하거나, ALTCS-EPD 가입자의 경우 1-800-293-3740, TTY 711로 전화하십시오.

ВНИМАНИЕ: Если Вы говорите **по-русски** (**Russian**), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Звоните по телефону 1-800-348-4058, TTY 711 (для членов ACC/DD), для членов ALTCS-EPD звоните по телефону 1-800-293-3740, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Soomaali**, (**Somali**), adeegyada kaalmada luqadda iyo adeegyada wada-xiriirka oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa iyagoon wax kharash ah kugu fadhin. Wac 1-800-348-4058, TTY 711 (xubnaha ACC/DD), xubnaha ALTCS-EPD ha wacaan 1-800-293-3740, TTY 711

ATTENTION : Si vous parlez **français** (**French**), des services d'assistance linguistique et des communications dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition gratuitement. Appelez le 1-800-348-4058, TTY 711, si vous êtes membre ACC/DD ou le 1-800-293-3740, TTY 711, si vous êtes membre ALTCS-EPD.

BIGYAN-PANSIN: Kung nagsasalita ka ng **Filipino**, (**Filipino**), ang mga libreng serbisyo na tulong sa wika at komunikasyon sa iba pang mga format, tulad ng malalaking print ay magagamit mo nang walang babayaran. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay maaaring miyembro tumawag sa 1-800-293-3740, TTY 711.

BAA'!KON&N&ZIN: Din4 (Navajo) bizaad bee y1n7[ti'go, saad bee 1ka'e'eyeed bee 1ka'an7da'awo'7 d00 bee ahi[dahane'7 n11n1 [ahgo 1t'4ego hadadilyaa7g77, d77 nitsaago bee ak'4da'ashch7n7 1t'4h7g77, nich'8' doo b33h 7l'7n7g00 n1 dah0l=. Kohj8' h0lne' 1-800-348-4058, TTY 711 (ACC/DD bi[hada'd7t'4h7), ALTCS-EPD bi[hada'd7t'4h7 kohj8' dahodoolnih 1-800-293-3740, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, (**Tagalog**), may makukuha kang walang bayad na mga serbisyong tulong sa wika at mga komunikasyon sa mga ibang anyo, tulad ng malaking print. Tumawag sa 1-800-348-4058, TTY 711 (mga miyembro ng ACC/DD), ang mga miyembro ng ALTCS-EPD ay tatawag sa 1-800-293-3740, TTY 711

ध्यान दें: यदि आप **हिंदी (Hindi)** बोलते हैं, तो भाषा सहायता सेवाएँ और अन्य प्रारूपों में संचार, जैसे कि बड़े प्रिंट, आपके लिए बिना किसी लागत के उपलब्ध हैं।1-800-348-4058, TTY 711 (ACC/DD सदस्य) पर कॉल करें, ALTCS-EPD सदस्य 1-800-293-3740, TTY 711 पर कॉल करें