



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**.

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.



Member handbook

Membership, benefits and plan details

Your member handbook is updated annually. Find it on myuhc.com/communityplan. It includes our Notice of Privacy Practices and Notice of Non-Discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Want a printed copy?

Call Member Services toll-free at **1-888-980-8728**, TTY **711** to ask for the member handbook to be mailed to you.



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 **1-888-980-8728**, TTY **711**,

7:45 a.m.–4:30 p.m. HST, Monday–Friday.

Get help with your questions and concerns.

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

UHC Doctor Chat:

Download the **UnitedHealthcare app** or

learn more at **myuhc.com/communityplan**.

Connect to Primary Care Providers (PCPs) in seconds with **UHC Doctor Chat**. PCPs are available 24/7 and can answer questions, big or small.

NurseLine:

Toll-free **1-888-980-8728**, TTY **711**

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you.

Hawaii Tobacco Quit Line:

Toll-free **1-800-784-8669**

Get help quitting smoking at no cost to you.

Transportation:

Toll-free **1-888-777-3844**,

TTY **1-888-777-3844**

You may be able to get rides to and from your medical visits. To schedule a ride, call MTM Health at least 2 business days before your appointment or download the MTM Health app.



Care Management:

Toll-free **1-888-980-8728**, 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.

Live and Work Well: liveandworkwell.com

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

Hāpai Malama:

Toll-free **1-888-980-8728**

Monday–Friday, 7:45 a.m.–4:30 p.m.

If you are pregnant, our program is available to provide rewards and support for you and your baby.

Mirza:

Give your keiki the best start. Find early learning programs that help your keiki thrive. Match with programs that help your 'ohana with no cost to you. Text **"8010"** toll-free to **1-866-238-2068**.

Palliative Care:

Toll-free **1-888-980-8728**, TTY **711**

UnitedHealthcare now includes community-based palliative care. This service supports people living with serious illnesses outside the hospital, focusing on comfort and quality of life. A dedicated team of doctors, nurses, social workers, and other specialists helps manage symptoms and stress while addressing physical, emotional, and spiritual needs. Palliative care is available at any age and at any stage of illness—even alongside ongoing treatments.



Member resources

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

Malu Kou Community Connection Center:

Toll-free **1-808-766-9920**

Email: **malukou@uhc.com**

7:45 a.m.–4:30 p.m. HST, Monday–Friday.

Located at 51 N. Hotel St., Suite A Honolulu, HI 96817, Malu Kou Community Connection Center is a welcoming space dedicated to uplifting the local community through support, resources, and connection. Malu Kou offers services ranging from health and wellness workshops to housing referrals, hygiene supplies, and support for Medicaid and SNAP applications. The center also helps individuals understand and access UnitedHealthcare Community Plan benefits.

You are invited to visit us in person at our UnitedHealthcare offices if you have any questions about your benefits. Monday–Friday, 7:45 a.m.–4:30 p.m.

Oahu: Malu Kou, 51 N. Hotel St., Ste A, Honolulu, HI 96817

Maui: 340 Hana Hwy, Ste B, Kahului HI, 96732

Hilo: 45 Mohouli St, Ste 204, Hilo, HI 96720

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. 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 such as audio and braille for persons with disabilities.

If you need these services, call the toll-free number **1-888-980-8728, 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 **1-888-980-8728, 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, and auxiliary aids are available to you. Call member services at 1-888-980-8728, TTY 711.

注意：如果您說中文 (**Traditional Chinese**)，免費語言協助服務和其他格式（例如大字版、輔助工具）的免費通訊可提供給您。請致電會員服務部：1-888-980-8728，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，以及免费的其他格式（如大字体）和辅助工具。请拨打 1-888-980-8728 (TTY: 711)，联系会员服务部门。

KŌJELLA: Ñe kwōj kenono **Kajin Majol (Marshallese)**, ewōr jibañ in ukok ejellok wonnen im wāween ko jet kwōmaron bōk melele ejellok wonnen, einwōt ilo jeje ko relab, kein roñjak ko kwōmaron kōjerbal. Kirtok jerbal in jibañ membōr ro ilo 1-888-980-8728, TTY 711.

ESINESIN: Ika pwun en mei fosun **Chuuk (Chuukese)**, mei wor aninisin chiaku ese kamo pwan ekoch aninis rese kamo ren katouren porous non ekoch nikinik, ussun founwatten mak, me aninisin kapas ese pwan kamo mei tongeni kawor ngonuk. Kokori member services meren ewe nampa 1-888-980-8728, TTY 711.

MO LE SILAFIA: Afai e te tautala i le gagana **Samoa (Samoan)**, e te maua auunaga fesoasoani fai fua ma fesoata'iga maua fua i isi faatulagaga e pei o lomiga lapopo'a, ma mea fesoasoani i fesoata'iga a i latou e uai aafiaga tumau. Valaau i Member Services (Auaunaga mo Sui Auai) i le 1-888-980-8728, TTY 711.

HO 'OLOHE: Inā 'ōlelo **Hawai 'i 'oe (Hawaiian)**, loa 'a iā 'oe nā lawelawe kōkua 'ōlelo manuahi a me nā 'ōnaehana kama 'ilio manuahi ma nā 'ano like 'ole, e like me ka pa 'i nui, a me nā mea kōkua 'ē a 'e. Kāhea i nā lawelawe lālā ma 1-888-980-8728, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística, a materiales gratuitos en otros formatos (como letra grande) y a servicios auxiliares. Llame a Servicios para Miembros al 1-888-980-8728, TTY 711.

PAKAAMMO: No agsasaoka iti **Ilocano**, sidadaan a magun-odmo dagiti libre a serbisio ti tulong iti pagsasao ken libre a komunikasion kadagiti dadduma a pormat, kas iti dadakkel a letra, ken dagiti auxiliary a tulong. Tawagan dagiti serbisio ti miembro iti 1-888-980-8728, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print, at mga auxiliary na pantulong. Tumawag sa mga serbisyo ng miyembro sa 1-888-980-8728, TTY 711.

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。会員サービスまで1-888-980-8728、TTY 711までお電話ください。

FAKATOKANGA'I ANGE: 'Okapau 'oku ke lea **Faka-Tonga (Tongan)**, 'oku 'i ai 'a e 'ū sēvesi tokoni ki he lea fakafonuá pea mo e tokoni ta'etotongi fakafetu'utakii 'i he ngaahi founga kehekehe, hangē ko hono ma'u 'o e fakamatalá 'i hono hiki mata'itohi lalahí, pea 'oku 'atā atu kiate koe mo e ngaahi me'angāue fetu'utaki fakatekinolosia tokoni ki he kau faingata'a'ia 'i he fanongó, sió mo e leá. Ta ki he ngaahi ngāue tokoni 'a e kāingalotú 'i he fika 1-888-980-8728, TTY 711.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우 무료 언어 지원 서비스와 다른 형식(예: 큰 활자체 및 보조 기구)의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스에 1-888-980-8728, TTY 711번으로 전화하십시오.

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, và các thiết bị hỗ trợ phụ trợ. Vui lòng gọi cho dịch vụ hội viên theo số 1-888-980-8728, TTY 711.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ (Laotian)** ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານຟຣີ ແລະ ມີການສື່ສານໃນຮູບແບບ ອັນໃຫ້ຟຣີ, ເຊັ່ນ ເປັນຕົວເລັກໃຫຍ່, ແລະ ມີອຸປະກອນຊ່ວຍເຫຼືອ ໃຫ້ທ່ານຟຣີ. ໂທຫາໜ່ວຍບໍລິການສະມາຊິກ ທີ່ ໝາຍເລກ 1-888-980-8728, TTY 711.

PANAWAGAN: Kung mosulti ka og **Bisaya (Visayan)**, libre nga serbisyo sa tabang sa pinulungan ug libre nga komunikasyon sa lain-laing pormat, sama sa dakong imprenta, ug auxiliary nga mga tabang anaa kanimo. Tawga ang mga serbisyo sa miyembro sa 1-888-980-8728, TTY 711.

โปรดทราบ: หากคุณพูดภาษาไทย (Thai) คุณมีสิทธิได้รับความช่วยเหลือในเรื่องบริการแปลภาษาโดยไม่มี ค่าใช้จ่าย รวมไปถึงการสื่อสารในรูปแบบอื่น เช่น การพิมพ์ด้วยตัวอักษรขนาดใหญ่โดยไม่มีค่าใช้จ่ายเช่นกัน โปรดติดต่อฝ่ายบริการสมาชิกได้ที่หมายเลข 1-888-980-8728, TTY 711