



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.





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 | • Diabetes |
| • Attention deficit hyperactivity disorder (ADHD) | • Heart failure |
| • Heart disease | • Hepatitis C |
| • Chronic lung disease (COPD) | • High blood pressure |
| • Depression | • 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.



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.





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 **1-877-236-0826**, TTY **711**

8 a.m.–5 p.m. MST, Monday–Friday.

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: 1-833-890-3050, TTY 711

When you're sick or injured, it can be difficult to make health care decisions.

An experienced NurseLine nurse can help provide information and support for health situations and concerns including:

minor injuries, common illnesses, choosing appropriate medical care, and recent diagnoses and chronic conditions. Simply call the toll-free number 24 hours a day, 7 days a week.

Galileo:

galileo.health/uhcnm-07-2024

High-quality primary care that's available 24 hours a day, 7 days a week. Connect with real doctors via video or chat on the Galileo app.



Calm Health:

Support your mental health with the Calm Health app. This no-cost 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, 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.



Such services are funded in part with the State of New Mexico. UnitedHealthcare Community Plan of NM is a product of UnitedHealthcare Insurance Company.

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 Member Services at **1-877-236-0826, TTY 711**, 8 a.m.–5 p.m. MT, Monday–Friday.

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 grievance 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 grievance, call Member Services at **1-877-236-0826, TTY 711**, 8 a.m.–5 p.m. MT, Monday–Friday.

You can also file a civil rights grievance 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

Grievance 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 at 1-877-236-0826, 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 1-877-236-0826, TTY 711, de 8 a.m. a 5 p.m.

تنبيه: إذا كنت تتحدث اللغة <العربية> (**Arabic**)، فتتوفر لك خدمات مساعدة لغوية مجانًا ووسائل تواصل مجانية بتنسيقات أخرى، مثل الطباعة بحجم كبير. اتصل بقسم خدمات الأعضاء على الرقم 1-877-236-0826، أو عبر الهاتف النصي على الرقم 711، من الساعة 8 صباحًا إلى 5 مساءً.

注意：如果您說 <中文> (**Chinese**)，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電會員服務部，電話是 1-877-236-0826，聽障專線 (TTY) 711，上午 8 點至下午 5 點

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 appeler le département des services aux membres au 1-877-236-0826, TTY 711, de 8 h à 17 h.

HINWEIS: Wenn Sie <Deutsch> (**German**) sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitglieder-Service an unter +1 877 236 0826 (mit TTY unter 711), verfügbar von 8:00 Uhr bis 17:00 Uhr.

HO‘OLOHE: Inā ‘ōlelo ‘oe i <‘Ōlelo Hawai‘i> (**Hawaiian**), loa‘a iā ‘oe nā lawelawe kōkua ‘ōlelo manuahi a me nā kama‘ilio manuahi ma nā ‘ano like ‘ole, e like me ka pa‘i nui. Kāhea i nā lawelawe lālā ma 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

PAKAAMMO: No agsasaoka iti <Ilokano> (**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. Tawagam ti Dagiti Serbisio iti Miembro iti 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

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。メンバーサービスまで1-877-236-0826、TTY 711に午前8時～午後5時にお電話ください。

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 1-877-236-0826, TTY 711번으로 오전 8시 - 오후 5시 사이에 전화하십시오.

BAA'!KON&N&ZIN: (Navajo) <bizaad> bee yln7[ti'go, t'11 jiik'eh saad bee lka'e'eyeed bee lka'an7da'awo'7 d00 bee ahi[dahane'7 n1 ln1 [ahgo 1t'4ego hadadilyaa7g77, d77 nitsaago bee ak'4da'ashch7n7 1t'4h7g77, t'11 jiik'eh n1 dah0l=. Bi[Ha'd7t'4h7 Bika'an7da'aow' bich'8' h0lne' kohj8' 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

توجه: اگر به <فارسی> (Farsi) صحبت نمی‌کنید، خدمات رایگان کمکی زبان و مطالب رایگان در قالب‌های دیگر، مانند پرینت درشت، برای شما فراهم است. با خدمات اعضا به شماره 1-877-236-0826، TTY 711 تماس بگیرید، 8 صبح تا 5 عصر

ВНИМАНИЕ: Если Вы говорите <по-русски> (Russian), Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Звоните в отдел обслуживания участников по номеру 1-877-236-0826, TTY 711, с 8 a.m. до 5 p.m.

MO LE SILAFIA: Afai e te tautala i le gagana <Samoa> (Samoan), o loo avanoa mo oe e aunoa ma se totogi auaunaga mo fesoasoani i le gagana ma feso'ota'iga e leai se totogi i isi faiga, e pei o lomiga e lapopo'a mata'itusi. Valaau i Member Services (Auaunaga mo Sui Auai) i le 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

KUMBUSHO: Ikiwa unazungumza <Kiswahili> (Swahili), huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika mifumo mingine, kama vile maandishi makubwa, zinapatikana kwako. Pigia simu kwa Huduma za Memba kwa 1-877-236-0826, TTY 711, saa 8 asubuhi hadi 5 jioni.

ATENSYON: Kung nagsasalita ka ng <Tagalog> (Tagalog), may makukuha kang mga libreng serbisyong tulong sa wika at mga libreng komunikasyon sa mga ibang pormat, tulad ng malaking letra. Tumawag sa Mga Serbisyo sa Miyembro sa 1-877-236-0826, TTY 711, 8 a.m.-5 p.m.

LƯU Ý: Nếu quý vị nói tiếng <Việt> (Vietnamese), quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in chữ lớn. Vui lòng gọi cho bộ phận Dịch vụ Thành viên theo số 1-877-236-0826, TTY 711, từ 8 giờ sáng đến 5 giờ chiều.