



HealthTalk

Your journey to better health



When you are sick or hurt, do you know where to seek treatment?

See page 3 to learn the best place to get the care you need.



Wellness visit

Healthy start

See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider (PCP).

All members of your family should see their PCP once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your PCP about getting a COVID-19 vaccine and flu shot.



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.



Are you feeling down this winter?

Simple ways to help with seasonal depression

Sometimes, people feel sad or tired when the seasons change, especially in winter. This is called seasonal depression or “the winter blues.” You might feel down, want to sleep a lot, or even gain weight. If you notice these feelings, try these easy tips:

- **Move your body:** Exercise can help you feel happier. You could try walking, dancing, swimming, or yoga – anything that gets you moving.
- **Go outside:** Fresh air and sunlight can help you feel better. Go for a walk, play outside, or just sit and enjoy the outdoors.
- **Get good sleep:** Try to go to bed and wake up at the same time every day. Getting enough sleep can help your mood.
- **Check your vitamins:** Sometimes feeling sad can be linked to not having enough vitamin D. Check with your doctor about taking vitamins.

If you still feel depressed, talk to a medical provider or someone you trust.



If you are experiencing a mental health emergency, **call or text** the **988 Suicide & Crisis Lifeline** for support from a trained crisis counselor, 24/7.



Know where to go for care

A guide to your options

When you feel unwell, it can be confusing to know where to go for care. If possible, you should start with your primary care provider (PCP). It is also important to know your other options if your PCP is not available.

Use this guide to help find the right care as quickly as possible.

Situation	Care option
Have a non-emergency health issue or need preventive care?	Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	Convenience care clinic Go to a convenience care clinic, available in larger retail stores, drugstores and grocery stores. Or try a 24/7 Virtual Visit at uhcdoctorchat.com .
Need non-emergency care quickly?	Urgent care Try urgent care. There's no need to make an appointment, and the wait is generally much shorter than the emergency room.
Have a mental health emergency?	Mental health crisis center , or call 988 .
Have a medical emergency?	Emergency room , or call 911 .



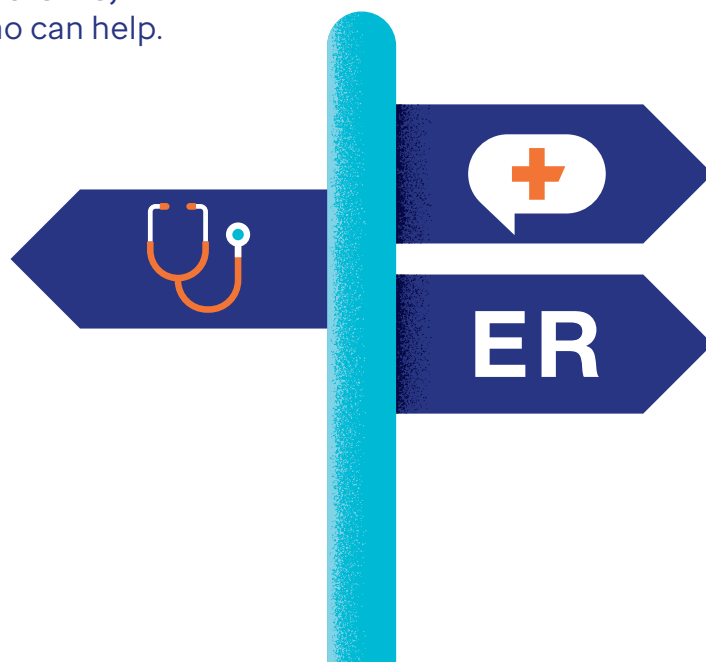
Not sure where to go?

Call NurseLine toll-free at **1-888-980-8728**, TTY **711** to talk with a nurse 24/7 who can help.



Need a new provider?

We can help you find one. Chat with an advocate through myuhc.com/communityplan or the **UnitedHealthcare mobile app**.





Know your body

What is the thyroid, and what does it do?

The thyroid is a small gland in the front of your neck. It makes hormones that help your body use energy, grow and stay healthy. These hormones help with things like:

- Heartbeat
- Digestion
- Brain and bone growth
- Muscle movement
- Body temperature
- Periods (for girls)

Testing and treatment

Talk to your doctor if you have a concern. They can check your thyroid with a blood test. If something's wrong, they might do more tests or give you medicine to help your thyroid work better.

Thyroid problems

Sometimes the thyroid doesn't work right. Here are some common problems:

- **Hypothyroidism** – thyroid is too slow and doesn't make enough hormones
- **Hyperthyroidism** – thyroid is too fast and makes too many hormones
- **Goiter** – thyroid gets bigger than normal
- **Thyroid cancer** – harmful cells grow in the thyroid



Support services

Social determinants of health

Good health involves more than just medical exams and treatments. Everyday essentials like access to healthy food, safe housing, transportation and financial security are crucial. If any are missing, it can have a major impact on your health, well-being and quality of life.

UnitedHealthcare Community Resources can help connect you to programs and resources that offer support at low or no cost, including:

- Home efficiency upgrades
- Transportation assistance for school or work
- Warm blankets and winter clothing



Visit **uhc.care/HTCommResources** to find help in your area. Or find us in the **UnitedHealthcare app**.



Plan information

Complete your Health Risk Assessment (HRA)

Thank you for being a member of UnitedHealthcare Community Plan. To help us match you with the benefits and services available to you, it is important to complete a short survey when we notify you. It asks simple questions about your health. Your answers will be kept private and won't affect 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:

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.

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.

UHC Doctor Chat:

Download the **UHC Doctor Chat app**
or learn more at **UHCDoctorChat.com**.
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.

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.

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional
health tools like meditations, breathing
exercises, videos, and more at no cost.

Go Digital:

myuhc.com/communityplan/preference

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



Member resources

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 1-800-980-8728, TTY 711.

ATENSYON: Available para kanimo ang mga serbisyo sa libre nga tabang sa sinultihan ug libre nga komunikasyon sa ubang mga pormat, sama sa dako nga imprinta, ug auxillary nga mga panabang. Tawagi ang mga serbisyo sa myembro sa 1-800-980-8728, TTY 711.

请注意：您可以获得免费的语言协助服务、免费的其他格式材料例如大字版与辅助服务。请致电会员服务部，电话 1-800-980-8728，听力语言残障服务专线 (TTY) 711。

請注意：您可以獲得免費的語言協助服務、免費的其他格式資料例如大字版與輔助服務。請致電會員服務部，電話 1-800-980-8728，聽力語言殘障服務專線 (TTY) 711。

ASINEI NGENI MEINISIN: Iwe mi wor áninnisin kapasen fénúwomw ewe, ekkóóch mettóóch kosapw mééni ómw kopwe ánisi ngonuk, áweewe ren pwóróús epwe mesemwóng makkan, pwan ekkóóch sakkopaaten peekin ánninnis. Kopwe Kékkééri Ekkewe Peekin Ánninnis Mi Kawor Fáániten Méénún Ewe Neeni/Ámwiicheichan Aramas (Member Services) wóón nampaan tengewa 1-800-980-8728, TTY 711.

E nānā! Hiki iā ‘oe ke komo i nā lawelawe kōkua ‘ōlelo manuahi, nā mea manuahi ma nā ‘ano like ‘ole, e like me ka pa‘i nui, a me nā lawelawe kōkua. Kāhea i nā lawelawe lālā ma 1-800-980-8728, TTY 711.

ATENSION: Available para kenka ti libre a serbisio iti lengguahe, libre a material iti sabali a format, kas iti dadakkel a letra, ken kanayonan a serbisio. Tawagam ti Serbisio iti Miembro iti 1-800-980-8728, TTY 711.

注：無料の言語支援サービスや、拡大文字など他の形式での無料の資料、補助サービスをご利用いただけます。メンバーサービス、1-800-980-8728、TTY 711 までお電話でお問い合わせください。

알림 사항: 언어 지원 서비스와 큰 글씨 등 다른 형식의 안내 자료, 보조 서비스를 무료로 이용하실 수. 회원 서비스에 1-800-980-8728, TTY 711 번으로 문의하십시오.

ໝາຍເຫດ: ທ່ານມີການເຂົ້າເຖິງການບໍລິການການຊ່ວຍເຫຼືອພາສາໂດຍບໍ່ເສຍຄ່າ, ອຸປະກອນການຟຣີໃນຮູບແບບອື່ນໆ, ເຊັ່ນ: ການພິມຂະໜາດໃຫຍ່, ແລະການບໍລິການຊ່ວຍເຫຼືອ. ໂທຫາ Member Services ທີ່ 1-800-980-8728, TTY 711.

KŌJELLĀ: Ejjelok wōnāān jербalin jipañ ko ikkijjien kajin im ejjelok wōnāān wāween ko jet ikkijjien kōnono, āinwōt jeje ko relap, menin jipañ ko jet rej pellok ñan eok. Kall e jikin jipañ ro uwaan ilo 1-800-980-8728, TTY 711.

FA'AALIGA: E mafai ona e maua fua auaunaga fesoasoani i le gagana, mea e maua fua i isi faatulagaga, e pei o tusitusiga tetele, ma auaunaga fesoasoani. Fa'afeso'ota'i le Auaunaga a Sui Usufono i 1-800-980-8728, TTY 711.

ATENCIÓN: tiene a su disposición servicios gratuitos de asistencia con el idioma, materiales gratuitos en otros formatos como letra grande y servicios auxiliares. Llame a Servicio al Cliente al 1-800-980-8728, TTY 711.

PAUNAWA: May makukuha kang libreng serbisyo ng tulong sa wika, libreng materyal sa ibang format, tulad ng malalaking letra, at mga karagdagang serbisyo. Tumawag sa Serbisyo sa Miyembro sa 1-800-980-8728, TTY 711.

โปรดทราบ คุณจะเข้าถึงบริการช่วยเหลือด้านภาษาได้ฟรี สื่อฟรีในรูปแบบอื่นๆ เช่น ตัวอักษรขนาดใหญ่ และบริการเสริมต่างๆ โทรติดต่อฝ่ายบริการสมาชิกที่หมายเลข 1-800-980-8728, TTY 711

FAKATOKANGA: 'Oku ke ma'u ha faingamalie ki ha sevesi liliulea ta'etotongi, naunau ta'etotongi 'i ha founga kehekehe, hange ko ha matalalahi e tohi, mo ha toe ngaahi sevesi tokoni. Taa ki he Sevesi Kau Memipa he 1-800-980-8728, TTY 711.

LƯU Ý: Quý vị có thể nhận các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức giao tiếp miễn phí khác, chẳng hạn như bản in cỡ chữ lớn và các phương tiện hỗ trợ bổ sung. Hãy gọi cho ban Dịch vụ Hội viên theo số 1-800-980-8728, TTY 711.