



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 medical provider (PMP).

All members of your family should see their PMP 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 PMP 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 **1-800-832-4643**, 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 medical provider (PMP). It is also important to know your other options if your PMP 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 medical provider (PMP) 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 PMP 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 .



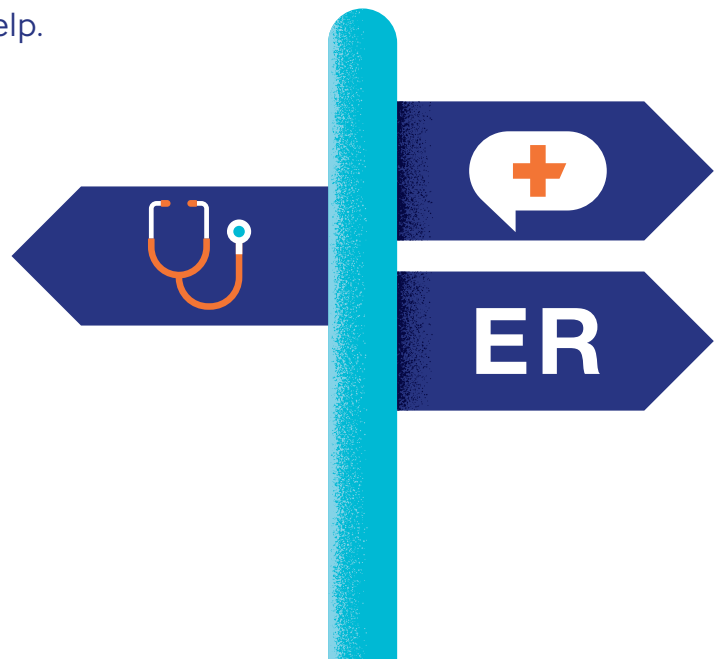
Not sure where to go?

Call NurseLine at **1-800-832-4643**, 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



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**.

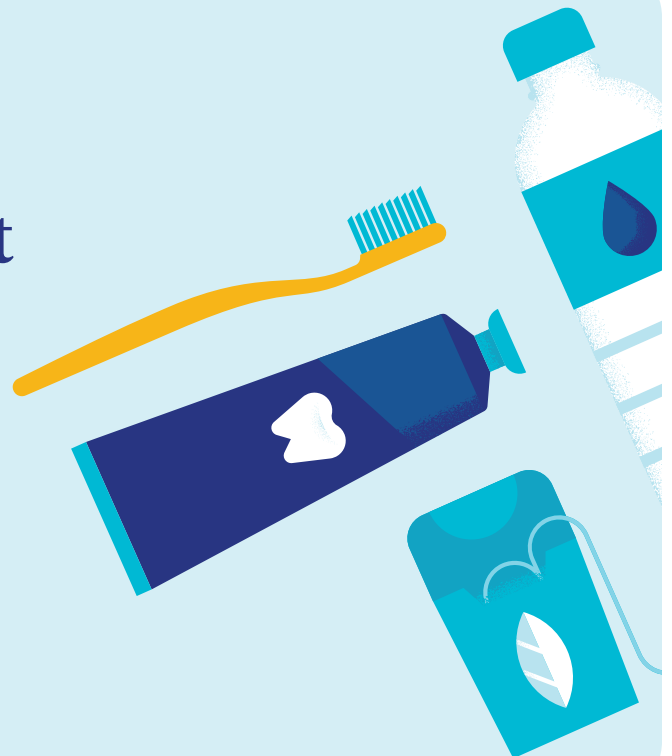


Dental care when and where you need it

Did you know you can see a dentist anytime, without going to their office? Virtual dental visits – also called teledentistry – lets you connect with a licensed dentist online, 24/7. Talk with a dentist by phone or video about:

- Pain in your mouth
- Broken or sensitive teeth
- Gum swelling and bleeding
- Getting care options, a second opinion and more

Call **1-844-712-1154** or visit **dialcare.com**





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 **1-800-832-4643**, 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:

Toll-free **1-800-832-4643**, TTY **711**

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

UHC Doctor Chat:

Skip the waiting room and connect to Primary Medical Providers (PMPs) in seconds with the UHC Doctor Chat app. PMPs are available 24 hours a day, 7 days a week and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

Quit Tobacco Use:

1-800-QUIT-NOW (1-800-784-8669)

Reach out to the Indiana Quit Line to receive free coaching and supplies.

Transportation:

1-800-832-4643, TTY **711**

Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 2 business days before your appointment. We offer unlimited rides per year.



Care Coordination:

1-800-832-4643, TTY **711**

Members can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Live and Work Well: liveandworkwell.com

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

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

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.

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 (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 **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. ET, 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 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 Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. ET, Monday–Friday.

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 Member Services 1-800-832-4643, 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 1-800-832-4643, TTY 711.

သတိမူရန်- သင်သည် **မြန်မာစကား (Burmese)** ပြောပါက၊ အခမဲ့ ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများနှင့် စာအုပ်စာစောင်ကဲ့သို့သော အခြားဖော်မတ်များဖြင့် အခမဲ့ဆက်သွယ်ရေးဝန်ဆောင်မှုများကို သင်ရရှိနိုင်ပါသည်။ Member Services (အဖွဲ့ဝင် ဝန်ဆောင်မှုများ) 1-800-832-4643၊ TTY 711 ကို ခေါ်ဆိုပါ။

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 1-800-832-4643, TTY 711번으로 전화하십시오.

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. Appelez le Service membres au 1-800-832-4643, TTY 711.

تنبيه: إذا كنت تتحدث اللغة **أرابيكا (Arabic)**، فتوجد هناك خدمات مساعدة لغوية مجانًا ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بخدمات الأعضاء على الرقم 1-800-832-4643، الهاتف النصي 711.

אַכטונג: אויב איר רעדט **ייִדיש (Yiddish)**, עס זײַנען פֿאַראַנען פֿאַר אײַך פֿרײַ שפּראַך סערוויסעס און פֿרײַ קאָמוניקאַציעס אין אַנדערע פֿאַרמאַטן, אַזוי ווי גרויס דרוק. רופט מיטגליד סערוויסעס 1-800-832-4643, TTY 711.

注意：如果您說中文 (**Chinese**)，您可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 1-800-832-4643（聽障專線 [TTY] 711）與會員服務部聯絡。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter 1-800-832-4643 TTY 711 an.

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ **ਪੰਜਾਬੀ (Punjabi)** ਬੋਲਦੇ ਹੋ, ਤਾਂ ਹੋਰ ਫਾਰਮੈਟਾਂ, ਜਿਵੇਂ ਕਿ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਵਿੱਚ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਮੁਫਤ ਸੰਚਾਰ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਨੂੰ 1-800-832-4643, TTY 711 'ਤੇ ਕਾਲ ਕਰੋ।

KUMBUSHO: Ikiwa unazungumza **Kiswahili (Swahili)**, unaweza kupata huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika mifumo mingine, kama vile maandishi makubwa.. Pigia simu Huduma za Memba kupitia 1-800-832-4643, TTY 711.

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 Sèvis pou Manm yo nan 1-800-832-4643, TTY 711.

ማሳሰቢያ:- አማርኛ (Amharic) የሚናገሩ ከሆነ፣ ነጻ የቋንቋ ድጋፍ አገልግሎቶችን እና እንደ ትልቅ ጎትመት የመሳሰሉ ሌሎች ነጻ የተግባባቶ መንገዶችን ማግኘት ይችላሉ። ወደ አባል አገልግሎቶች በ 1-800-832-4643, TTY 711 ይደውሉ።

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa ibang mga pormat, tulad ng malaking print. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-832-4643, TTY 711.

ÀKÍYÈSÍ: Tí o bá nsọ èdè **Yorùbá (Yoruba)**, àwọn isẹ àtilẹhin èdè àti awọn ibanisoro lófèṣe ní awọn ọna kika miran, gégébi titẹ jade nla, wà lárọwótó rẹ. Pe Awọn Isẹ Ọmọ Egbé 1-800-832-4643, TTY 711.

PAŽNJA: Ako govorite **srpski (Serbian)**, dostupne su vam besplatne usluge jezičke pomoći i besplatna komunikacija u drugim formatima, kao što je format s krupnim slovima. Pozovite korisničku podršku na broj 1-800-832-4643, TTY 711.