



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 including preventative screenings and care such as mammograms, colonoscopies, skin check and vaccines.



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 **1-866-293-1796**, 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 .



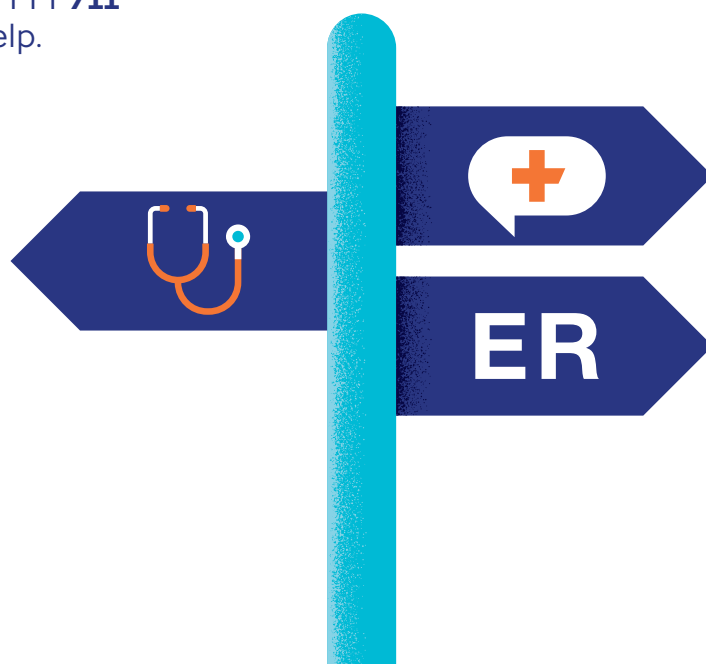
Not sure where to go?

Call NurseLine at **1-800-985-3856**, 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**.

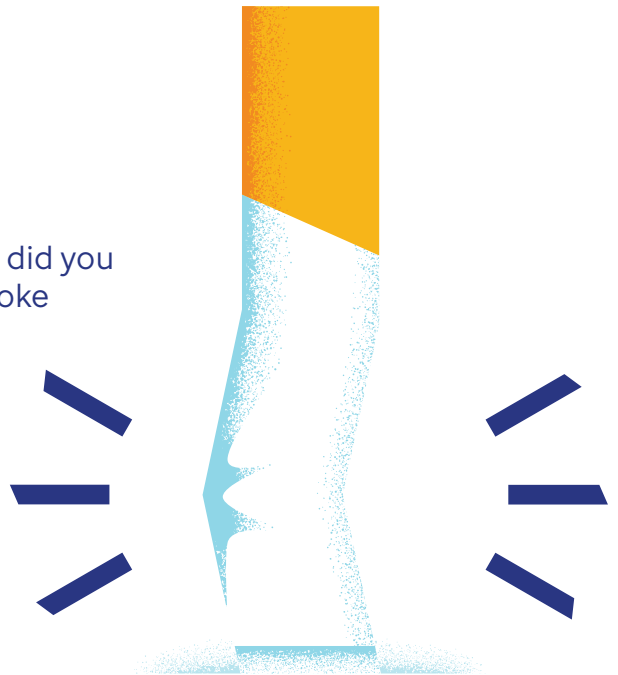




The benefits of quitting smoking

Most people know that smoking is dangerous. But did you know that cigarette smoking and secondhand smoke cause nearly 1 in 5 deaths each year in the U.S.?¹

The good news is that no matter how many years you've been smoking, you're still the right age to quit. And more good news: Quitting smoking can improve your health and could save you up to \$2,500 a year by quitting a pack-a-day habit.² And even though quitting is hard, you can get tools and support at no cost to help you do it.



Health effects of smoking

Smoking is a major public health concern and leads to over 480,000 deaths each year.¹ Diseases caused by smoking include cancer, heart disease, stroke, lung diseases, and Type 2 diabetes.¹

Quitting smoking can be hard because the nicotine in cigarettes is addictive. But it's worth it. Quitting smoking improves health, lowers the risk of 12 different types of cancer and can add as much as 10 years to your life.³

Tips to help you quit smoking

With the help of your primary care provider (PCP) you can create a plan to quit smoking:

- Make a list of reasons to quit and look at it often
- Pick a quit date and tell all your friends and family when it is
- Get rid of all your cigarettes and lighters
- Ask people not to smoke around you or leave cigarettes where you can see them
- Use nicotine replacements like patches or gum
- Talk to your PCP to get advice and medicines, like Bupropion (Zyban®) or Chantix®, to help you quit

Supporting your plan to quit

Learn about tools and support your plan covers to help you quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**.

Or call National Quit Connect toll-free at **1-800-784-8669**.

¹Source: cdc.gov/tobacco/about

²Source: lung.org/getmedia/8d023b16-ea93-486b-a5d9-aed38c2daf4a/quit-smoking-saves-money.pdf

³Source: cdc.gov/tobacco/about/benefits-of-quitting.html



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
- Emergency food, diapers and cleaning supplies



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.



Time for a checkup

It's time for a checkup

If a child in your home is prescribed a behavioral health medication, a yearly blood testing may be required.

Contact the provider that prescribed the medication or the child's primary care provider (PCP) to schedule an appointment for glucose and cholesterol screenings.

We're here to help

If you have questions or need help scheduling a visit, call us at **1-866-293-1796**, TTY **711**. Or chat with Member Services through the UnitedHealthcare app or myuhc.com/communityplan.



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 **1-866-293-1796**, 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: 1-800-985-3856, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

UHC Doctor Chat:

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

Quit Now Kentucky: quitnowkentucky.org

1-800-QUIT-NOW, TTY **711** (toll-free).

Get help quitting smoking at no cost to you.

Transportation:

1-866-293-1796, TTY **711**

Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help. You may be eligible for 24 free one way trips to community and medical services. Call Kaizen Customer Service Line at **1-888-259-4773**, M-F 8 a.m.-9 p.m. ET and Sat 10 a.m.-8 p.m. ET to see if you qualify.

Care Management: 1-866-293-1796, 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 (toll-free).

Behavioral Health Crisis Line:

1-855-789-1977, TTY **711**

Get help 24 hours a day, 7 days a week (toll-free).

Live and Work Well: liveandworkwell.com

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





Member 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 a low cost.

Healthy First Steps®:

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

Prioritize your mental health:

Try the Calm Health app at no cost. It features resources and exercises to help you support your body and mind, access mental health programs and focus on your well-being. To get started, download the **UnitedHealthcare app** to find Calm Health on the Coverage & Benefits page.

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.

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.

MedImpact: 1-800-210-7628, TTY 711
kyportal.medimpact.com

Call to find a pharmacy or medications, 24 hours a day, 7 days a week (toll-free).

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 **1-866-293-1796, 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 Member Services at **1-866-293-1796, 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, are available to you. Call Member Services at 1-866-293-1796, 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 Servicio al Cliente al 1-866-293-1796, TTY 711.

참고: 귀하가 **한국어를 (Korean)** 구사하시는 경우, 무료 언어 지원 서비스와 큰 활자체 인쇄와 같은 다른 형식의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스 1-866-293-1796, TTY 711번으로 전화하십시오.

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 1-866-293-1796, TTY 711.

تنبيه: إذا كنت تتحدث اللغة العربية **(Arabic)**، فتوجد هناك خدمات مساعدة لغوية مجاًناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بقسم خدمات الأعضاء على الرقم 1-866-293-1796، الهاتف النصي 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。次のメンバーサービスにお電話ください：1-866-293-1796、TTY 711。

WICHDICH: Wann du **Deutsch (Pennsylvania Dutch)** schwetzscht, kannscht du Schprooch- Hilf un differnti Sadde Schreiwes griege, so wie Gross-Druck (large print), unni as es dich ennich eppes koschde zellt. Call Member Services an 1-866-293-1796, TTY 711.

ВНИМАНИЕ! Если Вы говорите по-**русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в других форматах, например, с использованием крупного шрифта. Позвоните в отдел обслуживания участников по телефону 1-866-293-1796, 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 1-866-293-1796, TTY 711.

ध्यान दिनुहोस्: यदि तपाईं **नेपाली (Nepali)** बोलुहुन्छ भने, ठूलो अक्षर जस्ता अन्य ढाँचाहरूमा निःशुल्क भाषा सहायता सेवाहरू र निःशुल्क कुराकानी सेवाहरू तपाईंको लागि उपलब्ध छन्। सदस्य सेवा कार्यालयलाई 1-866-293-1796, TTY 711 मा कल गर्नुहोस्।

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang mga Serbisyo sa Miyembro sa 1-866-293-1796, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, sono a disposizione servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiami il servizio soci al numero 1-866-293-1796, TTY 711.

FIIRO GAAR AH: Haddii aad ku hadasho **Somaali (Somali)**, adeegyada kaalmada luqadda oo bilaash ah iyo adeegyada wada-xiriirka oo bilaash ah oo ah qaabab kale, sida far waaweyn, ayaad heli kartaa. Ka wac Adeegyada Xubinka 1-866-293-1796, TTY 711.

ANGALIA: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika miundo mingine, kama vile maandishi makubwa, zinapatikana kwako. Piga Simu kwa Huduma za Memba kwa 1-866-293-1796, TTY 711.

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 ở định dạng khác như bản in khổ lớn. Gọi cho Dịch vụ Hội viên theo số 1-866-293-1796, TTY 711.