



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 may get screenings or vaccines that are recommended.



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 **1-877-236-0826**, 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?	Virtual visit 24/7 Virtual Visit at galileo.health/uhcnm-07-2024 .
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 .



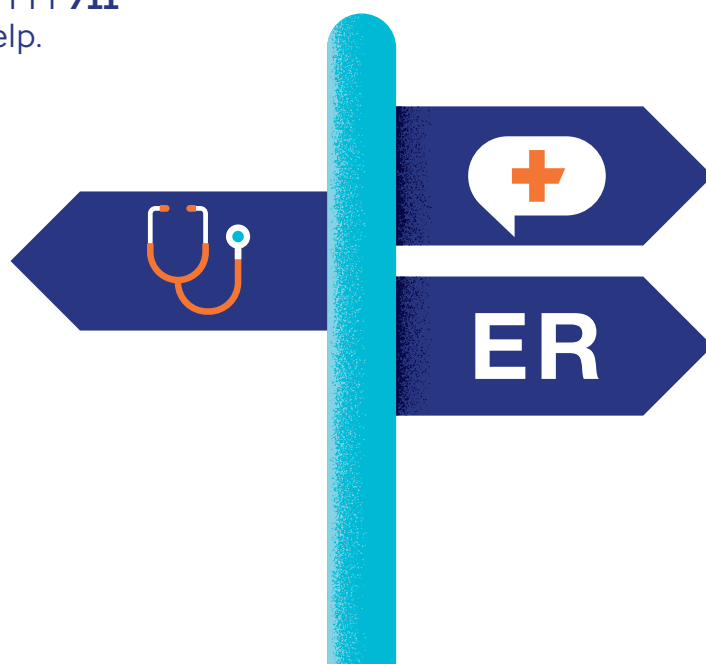
Not sure where to go?

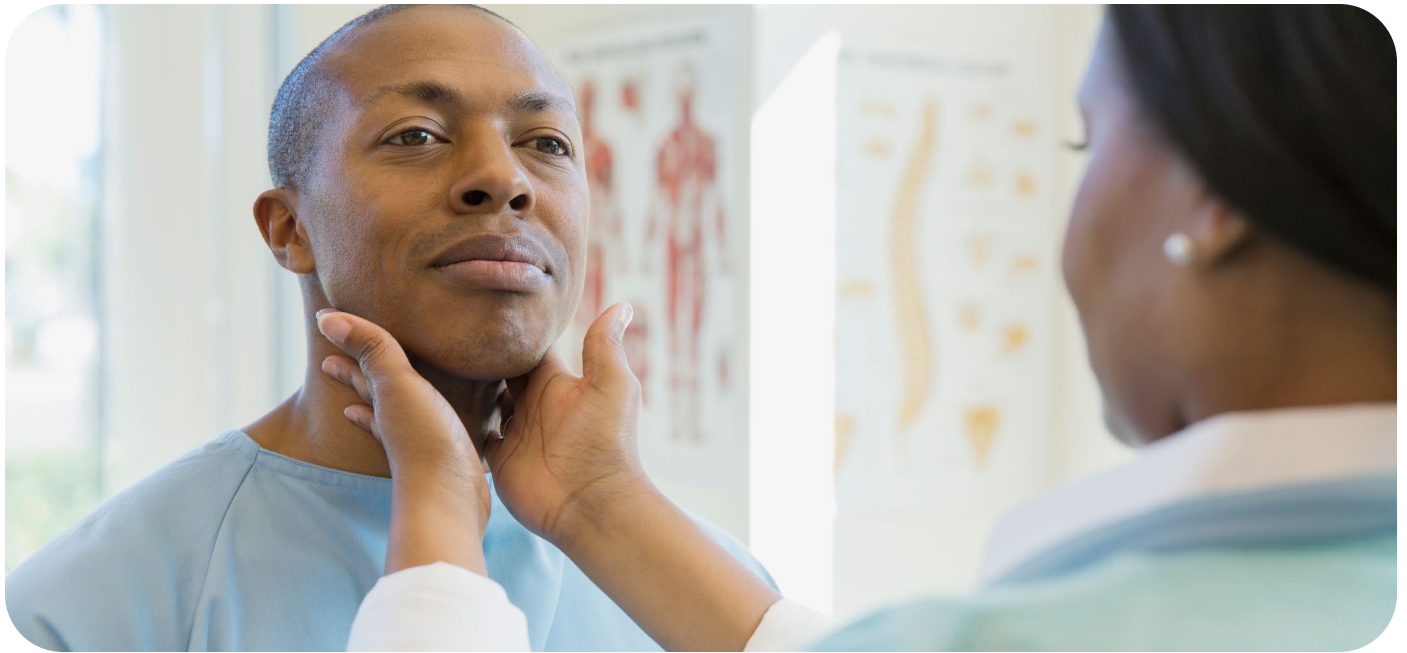
Call NurseLine at **1-833-890-3050**, TTY **711** to talk with a nurse 24/7 who can help.



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**.



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 **1-877-236-0826**, 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.

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.

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.