



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.



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 **1-800-414-9025**, TTY/PA Relay **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?	UHC Doctor Chat Try a 24/7 virtual visit at uhcdoctorchat.com or go to a convenience care clinic, available in larger retail, drug and grocery stores.
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 .



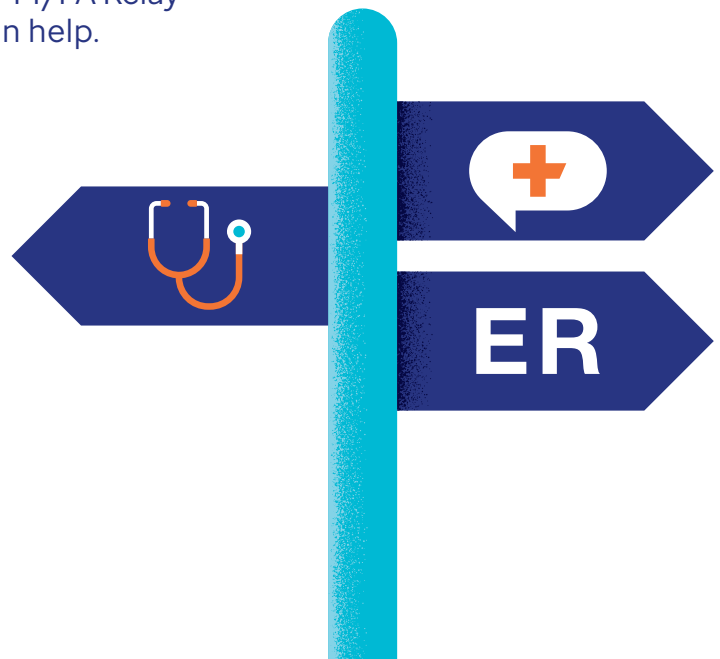
Not sure where to go?

Call NurseLine at **1-844-222-7341**, TTY/PA Relay **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**.





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**.



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

Source: Centers for Disease Control and Prevention



Family planning and birth control options

Using birth control helps prevent unexpected pregnancies. There are many choices like pills, shots, condoms, and more. If you don't want to take a pill or use less reliable methods, a long-acting reversible contraceptive (LARC) might be a good option.

LARC methods include:

- **IUC (Intrauterine Contraceptive)**
 - A small, T-shaped device placed in the uterus
 - Works up to 7 years and is 99.9% effective
 - Example: Mirena®
- **Implant**
 - A tiny rod placed under the skin of your upper arm
 - Works up to 5 years and is 99% effective
 - Example: Nexplanon®

Your UHC plan covers LARC devices 100%.



Annual well-child visits for ages 3–21

Why they matter

Even if your child seems healthy, it's still important to take them to the doctor once a year. These visits help check how your child is growing and developing.

Good news for UnitedHealthcare members

If your child is between the ages of 3 and 21 and is covered by UnitedHealthcare, they don't have to wait a full 365 days between well-child visits. As long as the visit happens in a new calendar year, your child can go for their yearly checkup—even if it hasn't been a full year since the last one.



Schedule your child's next well-child visit today to help keep them healthy and growing strong all year long.



Understanding digital health safety

Many people use phones, computers, and apps to help manage their health. They can schedule doctor appointments online or send messages to their healthcare team. They track moods, sleep, or periods. These tools make getting care easier and more convenient. For survivors of domestic violence these tools can increase danger.

Some abusive partners may:

- Check a survivor's phone or device
- Read messages from doctors
- Log into patient portals and see test results, prescriptions, or appointment details
- Access information about mental health, substance use, or body changes
- See reminders for appointments or medication

Healthcare providers and domestic violence advocates can help survivors use digital tools safely:

- Providers can mark notes as confidential
- Providers should routinely review who they can share information with
- Advocates can help survivors talk with their providers
- Advocates may be able to offer a different way to use digital health tools

Families and friends of survivors can also help by understanding digital health safety. Knowing how digital tools store and share information can help them support survivors.

If you or someone you care about is experiencing domestic violence, help is available.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. Please visit: pcadv.org/find-help/find-your-local-domestic-violence-program to find a program near you. The services offered by these programs are provided at no cost. These services are confidential.





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.



Member resources

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: 1-800-414-9025,

TTY/PA Relay **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: 1-844-222-7341,

TTY/PA Relay **711**. Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you.

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**.

Pennsylvania Tobacco QuitLine:

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

TTY/PA Relay **711** | **pa.quitlogix.org**

Get help quitting smoking at no cost to you (toll-free).

Medical Assistance Transportation Program (MATP): 1-800-414-9025, TTY/PA Relay 711

MATP provides nonemergency transportation to medical and pharmacy visits. MATP in your county will determine your need for the program. Call Member Services to arrange transportation.



Member resources

Care Management:

1-800-414-9025,

TTY/PA Relay **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.

Enhanced Member Support Unit (EMSU) formerly Special Needs Unit:

1-877-844-8844, TTY/PA Relay **711**.

Get support for ongoing physical, developmental, emotional or behavioral conditions.

Suicide & Crisis Lifeline: For help, call **988**.

Healthy First Steps®:

1-800-414-9025, TTY/PA Relay **711**

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care.

Babyscripts: [Babyscripts.com](https://babyscripts.com)

Pregnant members who enroll receive access to free educational content, resources and rewards for going to prenatal and postpartum visits. Earn up to 3 Walmart gift cards.

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

1-800-414-9025, TTY/PA Relay **711**

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.

Gym membership:

uhccp.com/onepasspa

Get access to a network of gyms and fitness locations; live, digital fitness classes; and on-demand workouts.

Available at no cost to eligible members.

Bring a caregiver to the gym with you at no cost. Must be age 18 or older.

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact **UnitedHealthcare Community Plan** at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that **UnitedHealthcare Community Plan** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364
Email: **UHC_Civil_Rights@uhc.com**

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: 717-787-1127, TTY/PA Relay 711
Fax: 717-772-4366, or
Email: **RA-PWBEAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail, phone or email at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)
OCRMail@hhs.gov

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-414-9025 (TTY/PA RELAY 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-414-9025 (TTY/PA RELAY 711) o hable con su proveedor.

Chinese; Mandarin

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电1-800-414-9025 (TTY/PA RELAY 711) 或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन् । पहुँचयोग्य ढाँचाहरूमा जानकारी पर्दान गर्न उपयुक्त सहायता र सेवाहरू पिन निःशुल्क उपलब्ध छन् । 1-800-414-9025 (TTY/PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो पर्दायकसँग कुरागर्नुहोस् ।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-414-9025 (TTY/PA RELAY 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (1-800-414-9025 (TTY/PA RELAY 711) أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-414-9025 (TTY/PA RELAY 711) oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-414-9025 (TTY/PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-414-9025 (TTY/PA RELAY 711) або зверніться до свого постачальника.

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電1-800-414-9025（TTY/PA RELAY 711）或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-414-9025 (TTY/PA RELAY 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-414-9025 (TTY/PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-414-9025 (TTY/PA RELAY 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរសេវាកម្មជំនួយភាសា
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Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용가능한
형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-414-
9025(TTY/PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે.
યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે
ઉપલબ્ધ છે. 1-800-414-9025 (TTY/PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.