



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 **1-800-587-5187**, 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 provider 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 provider. 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?	24/7 Virtual Visit 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.
Need mental health or substance use care?	Certified Community Behavioral Health Center (CCBHC) Go to a CCBHC , or call 988 for a mental health crisis, where services are available 24/7
Have a serious medical issue?	Emergency room, or call 911.
Pregnant and think you are in labor?	OBGYN provider Call your provider. If you cannot reach your provider, go to the nearest labor and delivery hospital.



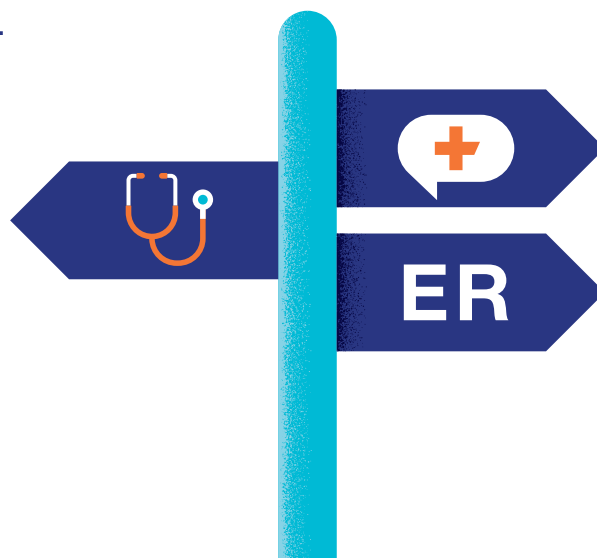
Not sure where to go?

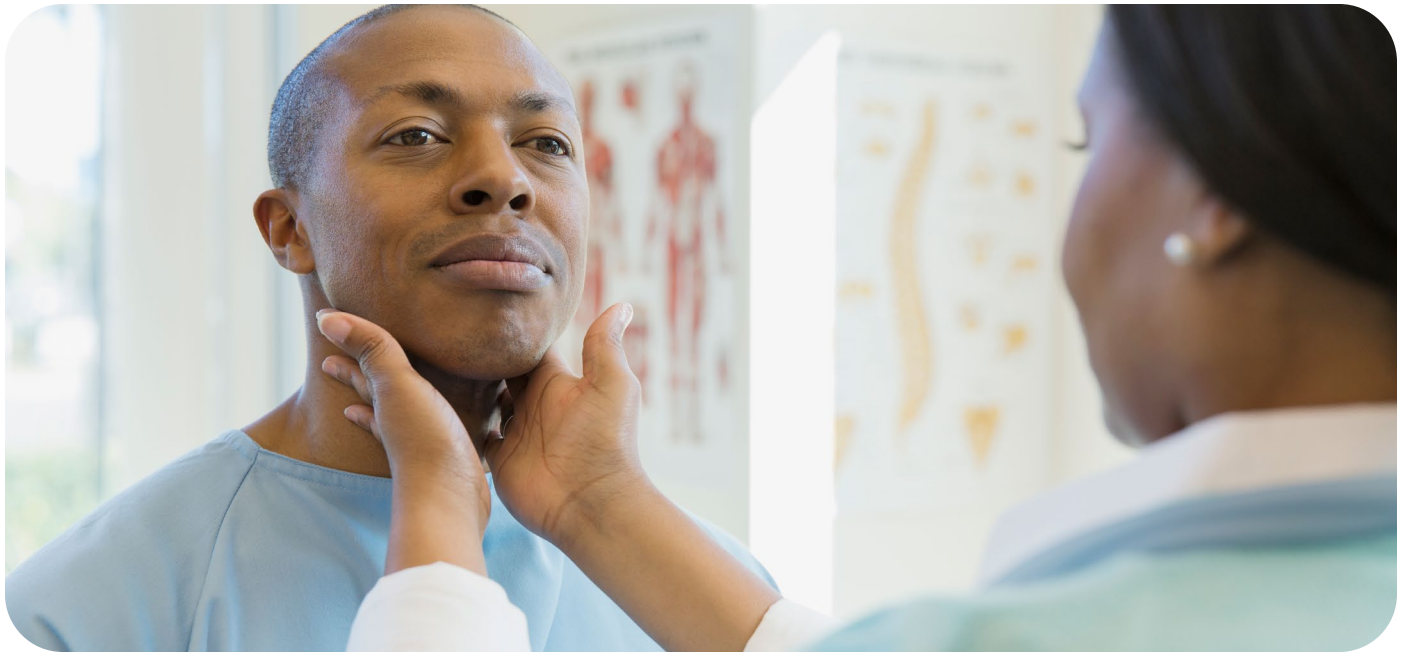
Call NurseLine at **1-877-440-9407**, TTY **711** to talk with a nurse 24/7 who can help.



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 provider 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, 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 **1-800-587-5187**, 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: 1-877-440-9407, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

Quit For Life:

1-866-784-8454, TTY **711** | quitnow.net

Get help quitting smoking (toll-free).

Transportation:

1-855-330-9131, TTY **711**

8 a.m.–5 p.m., Monday–Friday

Non-emergency medical transportation is a covered benefit. You can arrange for rides to medical, dental or other health-related appointments. Bus tickets need to be requested 7 business days in advance. For van or taxi rides, call at least 2 days before your appointment.



Care Management:

1-800-672-2156, 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).

BH Link: 401-414-LINK (401-414-5465)

Mental health support is available 24 hours a day, 7 days a week.

Live and Work Well: liveandworkwell.com

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

Healthy First Steps®:

1-800-599-5985, TTY **711**

uhchealthyfirststeps.com

Get support throughout your pregnancy (toll-free).

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more.



Member resources

Community Resources:

uhc.care/HTCommResources

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more. 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.

One Pass Gym and

Digital Fitness Membership:

1-800-587-5187, TTY 711

Get access to a network of gyms and fitness locations and live, digital fitness classes and on-demand workouts. Members also have access to YMCA family memberships. Must be aged 18 or older. Call Member Services to enroll (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 the toll-free number on your member identification card (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 on your member identification card (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 the toll-free number on your member identification card.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación de miembro.

ATENÇÃO: Se fala **português, (Portuguese)**, estão disponíveis para si serviços gratuitos de assistência linguística e comunicações gratuitas noutros formatos, como letras grandes. Telefone para o número gratuito no seu cartão de identificação de associado.

注意：如果您說中文，**(Chinese)**，則可獲得免費的語言協助服務及其他形式的免費通訊服務（例如：大字體印刷）。請撥打會員身份識別卡上的免付費電話。

សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ **(Khmer)** សេវាកម្មជំនួយភាសាឥតគិតថ្លៃ និងការទំនាក់ទំនងឥតគិតថ្លៃក្នុងទម្រង់ផ្សេងៗទៀត ដូចជាអក្សរធំៗ គឺអាចរកបានសម្រាប់អ្នក។ សូមទូរសព្ទទៅលេខដែលឥតគិតថ្លៃដែលមាននៅលើកាតសម្គាល់សមាជិករបស់អ្នក។

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 composer le numéro gratuit figurant sur votre carte de membre.

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 nimewo gratis lan ki sou kat idantifikasyon ou kòm manm lan.

DYÉÐÉ-GBO-DE-ÐÈ: Ɔ jú ké mè dyi wuɖu **Bàsòò, (Bassa)**, wuɖu-xwíniín-mú-zà-zà ké nyo-bʋ́n-po-kà 6é 6é nyuɛɛ ɖé ɖé ɖé in' bɛ́, 6é se wíɖí pɛ́-é-pɛ́ ɖò kɔ́ ɛ ní 6ó mè bìì. Gàɖàfò-ɖúú nɔnba ɖà kɔ́ kpoo-nyo jú in nyéné kard.

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، فتوجد هناك خدمات مساعدة لغوية مجاًاً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بالرقم المجاني المدون على بطاقة تعريف العضو الخاصة بك.

ATTENZIONE: se parla **italiano (Italian)**, sono disponibili servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiami il numero verde riportato sulla Sua tessera identificativa del piano sanitario.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ **(Lao)**, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ມີການສື່ສານໃນຮູບແບບອື່ນໆ ເຊັ່ນ ຍອກຳໜ່ວຍໃຫ້ທ່ານເຊັ່ນ: ສື່ສິ່ງພິມຂະໜາດໃຫຍ່. ໂທຫາເບີໂທບໍ່ເສຍຄ່າຢູ່ໃນບັດປະຈຳຕົວສະມາຊິກຂອງທ່ານ.

Ige nti: Ọ bụrụ na ị na-asụ **asụsụ igbo, (igbo)**, ị ga-enweta enyemaka asụsụ n'efu ya na nkwurịta n'efu, n'ụdị ndị ọzọ, dịka nnukwu mbipụta akwụkwọ, dị ka ị nwere. Kpọọ nomba a na-akwughị ụgwọ dị na kaadị njirimara onye òtù gị.

UWAGA: Jeśli mówi Pan/Pani w **języku polskim, (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić pod bezpłatny numer podany na karcie identyfikacyjnej członka.

참고: 귀하가 **한국어, (Korean)**을 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 식별 카드에 기재된 무료 전화번호로 전화하십시오.

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 libreng numero sa iyong kard ng pagkakakilanlan bilang miyembro.

ВНИМАНИЕ: Если Вы говорите **по-русски, (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Позвоните по номеру телефона для бесплатных звонков, указанному на Вашей идентификационной карточке участника.

AKÍYÈSÍ: Ti o bá nsọ **Yorùbá, (Yoruba)**, àwọn isẹ àtilẹhin èdè lófèṣé ati àwọn ibánisọrọ ni àwọn ọna kika miràn, gẹgẹbi titẹ ílá, wà lárọwọtó fún ọ. Pe nomba lófèṣé lori káádì idanimọ ọmọ ẹgbé rẹ.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Vui lòng gọi số miễn cước trên thẻ nhận dạng hội viên của quý vị.