



# Health Talk

Your journey to better health



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Fall 2022

United  
Healthcare  
Community Plan

## What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



Health + Wellness

## Rewards for getting care



We know that a provider visit or health screening may not be at the top of your to-do list. But it's very important. So we reward our members for getting it done.

Find out if you have rewards to claim. Visit [myuhc.com/communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness). Next click "Earn rewards." Then click "Get started" to let us know what care you got.



**Questions?** Call Member Services toll-free at **1-800-832-4643**, TTY 711, 8 a.m.–8 p.m. ET, Monday–Friday.

Everyday Life

# You're in control

## 5 tips for a healthier heart

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.



### Maintain a healthy weight.

A body mass index (BMI) between 18.5 and 24.9 is a healthy weight for adults. You can find out how to figure out your BMI at [cdc.gov/BMI](https://www.cdc.gov/BMI).



**Take your medicine.** If your provider prescribes blood pressure medicine, take it as directed. Use notes, alarms or smartphone apps to help you remember.



**Eat well.** Add more fruits, vegetables, whole grains, low-fat dairy and lean proteins to your meals. Reduce saturated fat and added sugars. Limit processed and fast food.



**Get moving.** Aim for 30 minutes of moderate-intensity activity 5 days a week.



**Limit alcohol.** One drink a day for women or 2 for men is a moderate amount.



**Get checked.** A healthy blood pressure is 120/80 or lower. Ask your provider if you should have your blood pressure checked at your next visit.

## Important Screening Mammograms are a covered benefit

National guidelines recommend that all women get a screening mammogram no later than age 50. Some guidelines recommend an annual mammogram starting at age 40, even for women who are at average risk. Please talk to your doctor about what the right choice is for you. Mammograms help detect breast cancer, even when you don't have any symptoms. If you're due to get one, don't wait. Schedule this important screening today. It has saved the lives of hundreds of thousands of women. It could save your life, too!

Knowing how your breasts normally look and feel can help you notice symptoms of breast cancer. Possible signs include lumps, pain or changes in size. To learn how you can do a breast self-exam at home, visit [uhc.care/healthtalkexam](https://www.uhc.care/healthtalkexam).



Teen Health



# Time for a change?

## Making the switch from the pediatrician

Teens have unique health care needs as they get older. Is your teen ready to leave the pediatrician? It may be time to switch to a primary medical provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

As they make this change, encourage your teen to take charge of their health care. For example, they can schedule their own appointments. Or

they can refill their prescriptions. This teaches them how to take care of themselves. It also builds self-confidence.



**Find a new provider.** We can help your teen choose the right provider. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan). Or call

Member Services toll-free at the phone number on Page 4 of this newsletter.

## Important Vaccine

# Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, visit [myuhc.com/findflushot](https://myuhc.com/findflushot).



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## Member Resources

# Here for you

We want to make it as easy as possible for you to get the most from your health plan. As our member, you have many services and benefits available to you.

**Member Services:** Get help with your questions and concerns. Find a provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free). **1-800-832-4643, TTY 711**

**Our website:** Our website keeps all your health information in one place. You can find a provider, view your benefits or see your member ID card, wherever you are. **myuhc.com/communityplan**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free). **1-800-832-4643, TTY 711**

**Transportation:** Call Member Services to ask about rides to and from your medical visits. To schedule a ride, call at least 3 business days before your appointment. You get unlimited transportation to provider visits and a pharmacy on the way home. We also cover trips for WIC appointments, the food pantry and Medicaid eligibility appointments (toll-free). **1-800-832-4643, TTY 711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free). **1-800-832-4643, TTY 711**

**Healthy First Steps®:** Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free). **1-800-599-5985, TTY 711**  
**uhchealthyfirststeps.com**

**Quit tobacco use:** Reach out to the Indiana Quit Line to receive coaching and supplies. **1-800-QUIT-NOW**  
**(1-800-784-8669)**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources. **liveandworkwell.com**

**Sanvello:** Free health and well-being app that has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose “upgrade through insurance.” Search for and select UnitedHealthcare. Enter the information on your member ID card. **sanvello.com**

**Paperless communication:** Let us know if you are interested in receiving digital files, emails and text messages. **myuhc.com/communityplan/preference**



Contract services are funded under contract with the State of Indiana. UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**

**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Complaint forms are available at

**<http://www.hhs.gov/ocr/office/file/index.html>**

**Phone:**

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

If you need help with your complaint, please call Member Services at **1-800-832-4643**, TTY **711**.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **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。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**