



# Health Talk



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Summer 2022

United  
Healthcare  
Community Plan

## Beat the heat

Heat stroke is no joke. Signs of a heat-related illness include muscle cramps, vomiting and headaches. If you have these symptoms, seek treatment right away.



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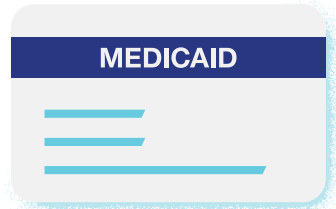
## Keep your coverage

### What you need to do to report changes

Medicaid members must report any changes to the state Med-QUEST office.

It is important to let the state know of changes within 10 days. There are a few ways to report changes. They could include:

- By mail
- Online
- By phone



**Don't miss out.** Learn more about reporting changes in Hawai'i at [medquest.hawaii.gov/en/members-applicants/already-covered/change-update-information.html](https://medquest.hawaii.gov/en/members-applicants/already-covered/change-update-information.html).



Healthy mind, healthy body

## You are not alone

According to the National Alliance on Mental Illness, millions of people in the United States are affected by mental illness. In fact, 1 in 5 adults and 1 in 6 adolescents have a mental health concern. One of the most common mental health conditions is having an anxiety disorder.

Anxiety disorders are different from normal feelings of being nervous or anxious. They are feelings of fear or anxiety that do not go away. They can also get worse over time.

If you have a mental health concern, help is available. Some good first steps to take are:

- Call the Behavioral Health Hotline at **1-800-435-7486**, TTY 711
- Make an appointment to talk with a health care provider
- Learn more about mental health at **[cdc.gov/mentalhealth](https://www.cdc.gov/mentalhealth)**



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## Just for you

### Get personalized health plan information

When you sign up for **[myuhc.com/communityplan](https://myuhc.com/communityplan)**, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



**Sign up today.** It only takes a few minutes. Then you can log in anytime. To get started, visit **[myuhc.com/communityplan](https://myuhc.com/communityplan)**.

## Health care for everyone

UnitedHealthcare is committed to making the health system better. We are working to provide quality and unbiased care for all members — no matter their race, place or situation.



We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 4 of this newsletter to let us know how we're doing.

# Summer bucket list

## 5 healthy and fun activities to check off your bucket list this summer

Are you looking for fun ideas to get moving this summer? Here are 5 simple activities to try.



**1. Take a walk, and track your steps.** Walks are a great way to get low-impact exercise. Use a step-tracking app on your phone to watch your progress.



**2. Check out a farmers market.** Go with your family to learn about the food you eat. Farmers markets are a great place to get quality and nutritious produce.



**3. Have a barbecue or picnic.** Summer is the time for eating outdoors with family and friends. Try our recipe for a bright and healthy side dish: [healthtalksiderecipe.myuhc.com](https://www.healthtalksiderecipe.myuhc.com).



**4. Plant a garden.** Gardening is a fun and educational activity for the whole family. Take notes on what works well. Then watch your garden grow.



**5. Take in a game.** Sporting events are more than just fun to watch. They can also get your children excited about physical activity.



### Explore more

Looking for even more activities to do this summer? Check out the list of state tourism websites at [usa.gov/state-travel-and-tourism](https://www.usa.gov/state-travel-and-tourism).



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## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-888-980-8728, TTY 711**

**Our website:** Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

**Go paperless:** Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.

**[myuhc.com/communityplan/preference](https://myuhc.com/communityplan/preference)**

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

**1-888-980-8728, TTY 711**

**Hawai'i Tobacco Quitline:**

This is a free service for residents of Hawai'i who want to quit. Enroll online or call (toll-free).

**1-800-784-8669, TTY 711**

**[hawaiiquitline.org](https://hawaiiquitline.org)**

**Behavioral Health Hotline:**

Get help for mental health and substance use issues (toll-free).

**1-800-435-7486, TTY 711**

# You have the power

## Manage your diabetes to help prevent other illnesses

Taking care of your diabetes is very important. Having diabetes puts you at risk for developing complications or other health conditions.

The good news is you have the power to control your diabetes and lower your risk of heart disease, stroke, kidney disease and eye disease. These simple tips can help keep your blood sugar, blood pressure and cholesterol levels in check:

- Eat a healthy diet that is high in fruits, vegetables and whole grains, and low in added sugars
- Exercise regularly — at least 150 minutes per week
- Limit alcohol
- Do not smoke
- Take medications as directed
- See your provider for a checkup at least every 6 months
- Talk with a pharmacist and health care provider about medication management
- Call Member Services to learn more about our case management program



**Time for a checkup?** We can help you find a new provider if you need one. Call Member Services toll-free at the phone number in the resource corner at left. Or visit **[myuhc.com/communityplan](https://myuhc.com/communityplan)**.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex/gender (expression or identity)

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 us toll-free at **1-888-980-8728**, **TTY 711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or has discriminated in any way, you can file a grievance with:

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

You can also file a grievance 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 or phone at:

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

By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

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

(English) Do you need help in another language? We will get you a free interpreter. Call <b>1-888-980-8728</b> to tell us which language you speak. (TTY: <b>711</b> ).
(Cantonese) 您需要其他语言吗? 如果需要, 请致电 <b>1-888-980-8728</b> , 我们会提供免费翻译服务 (TTY: <b>711</b> ).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'interprète. Appelez le <b>1-888-980-8728</b> pour nous indiquer quelle langue vous parlez. (TTY : <b>711</b> ).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter <b>1-888-980-8728</b> und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: <b>711</b> ).
(Hawaiian) Makemake 'oe i kōkua i pili kekahi 'ōlelo o nā 'āina 'ē? E kī'i nō mākou i mea unuhi manuahi nou. E kelepona i ka helu <b>1-888-980-8728</b> no ka ha'i 'ana mai iā mākou i ka 'ōlelo āu e 'ōlelo ai. (TTY: <b>711</b> ).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti <b>1-888-980-8728</b> tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: <b>711</b> ).
(Japanese) 貴方は、他の言語に、助けを必要としていますか? 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 <b>1-888-980-8728</b> に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: <b>711</b> ).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. <b>1-888-980-8728</b> 로 전화해서 사용하는 언어를 알려주십시오 (TTY: <b>711</b> ).
(Mandarin) 您需要其它語言嗎? 如有需要, 請致電 <b>1-888-980-8728</b> , 我們會提供免費翻譯服務 (TTY: <b>711</b> )。
(Marshallese) Kwōj aikuj ke jipañ kōn juon bar kajin? Kōm naaj lewaj juon am ri-ukok eo ejjeļok wōņean. Kūrtok <b>1-888-980-8728</b> im kowaļok ñan kōm kōn kajin ta eo kwō meļeļe im kōnono kake. (TTY <b>711</b> ).
(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea <b>1-888-980-8728</b> pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: <b>711</b> ).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al <b>1-888-980-8728</b> y díganos qué idioma habla. (TTY: <b>711</b> ).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa <b>1-888-980-8728</b> para sabihin kung anong lengguwahe ang nais ninyong gamitin (TTY: <b>711</b> )
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he <b>1-888-980-8728</b> 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: <b>711</b> ).
(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi <b>1-888-980-8728</b> nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: <b>711</b> ).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa <b>1-888-980-8728</b> aron magpahibalo kung unsa ang imong sinulti-han. (TTY: <b>711</b> ).