



Health Talk



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Winter 2022
¡Voltee para español!

United
Healthcare®
Community Plan

Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

Exercise ideas

Stay active this winter

We all know exercise is important, but not everyone has the time or money to go to the gym. For a good workout at home, try these simple exercises:

- Classic exercises, such as sit-ups, push-ups, lunges, squats and climbers
- Low-impact weightlifting — if you don't have weights, use everyday objects that are comfortable for you to lift
- Yoga — all you need is a soft mat to sit and lie on



Try an easy at-home workout.
Learn some simple yoga moves at healthtalkyoga.myuhc.com.

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UnitedHealthcare Community Plan
795 Woodlands Pkwy, Ste. 301
Ridgeland, MS 39157



**Healthy mind,
healthy body**

Is your phone use healthy?

Being too tied to your phone is a common problem for Americans. A 2021 study found that the average American home has 25 connected devices. While these devices can be useful and fun, they can also demand a lot of your time.

The use of your phone can be similar to an addiction or other compulsive behavior. It can release the same feel-good chemicals in your brain as food or drugs. Here are some behaviors to look out for:

- Waking up at night to check your phone
- Immediately checking your phone when alone or bored
- Feeling anxious or upset when you can't access your phone
- Seeing that others are concerned about your phone use
- Having it affect your job or relationships

If any of these behaviors describes you, try to reduce the amount of time spent on your phone. Turn off notifications so you aren't as tempted. Keep your phone in a separate room while it charges. When you spend less time on your phone, you can spend more quality time with your family and friends.

Smile

The foods you eat can be good for your teeth

Taking care of your teeth is important. Certain vitamins and minerals — like calcium, vitamin C and vitamin A — are good for your teeth. Here are some foods to incorporate into your diet to help keep your teeth strong and healthy:

- Beans
- Canned tuna
- Cheese
- Cherries
- Dark leafy greens
- Grapefruit
- Lemon
- Nuts
- Oranges
- Salmon
- Seeds
- Yogurt

In addition to eating healthy, it's important to get preventive dental care. Regular checkups with a dentist will help keep your teeth and gums healthy, which can help you look and feel better.



istock.com/FabrikaCr



Learn more. To learn more about the dental benefits your health plan offers, call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.

Quitting time

By quitting smoking, you can feel better and improve your overall health. You can also save money for things that matter.

Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a provider
- Talking to a counselor
- Following an action plan
- Using nicotine replacement products

Visit myuhc.com/communityplan for information on your smoking cessation benefits. You can also get support from Quit for Life® at quitnow.net or **1-866-784-8454**, TTY **711**.



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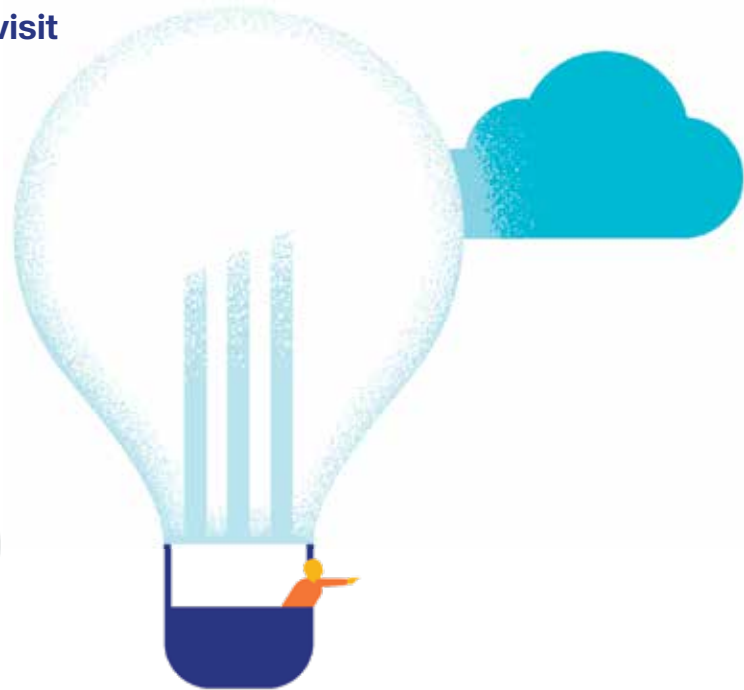
Checking in

Questions to ask at your annual wellness visit

Is it time to schedule your annual wellness visit? It's important to check in with your provider and get recommended preventive care every year.

Asking questions can help you get the most out of your visit. Here are some questions you may want to ask your provider:

- Which vaccines do I need? When should I get a flu shot? When should I get the COVID-19 vaccine?
- Which screenings or medical tests do I need?
- Does my family history raise my risk for any health problems?
- What are some steps you think I should take to stay healthy?
- How should I contact you if I have any questions after this visit?



Time for a checkup. Need to find a new provider? We can help. Visit myuhc.com/communityplan and search the provider directory.

Did you know?

Annual care checklists to help you prepare for your visit are available: adultwellnessvisit.myuhc.com
childwellnessvisit.myuhc.com

Resource corner

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

1-877-743-8731, TTY 711

Our website: 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 (toll-free).

1-877-370-4009, TTY 711

Quit for Life®: Get help quitting smoking at no cost to you (toll-free).

1-866-784-8454, TTY 711

quitnow.net

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

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

liveandworkwell.com

Medicaid Program Integrity:

Report suspected fraud and abuse by providers or members to the state.

1-800-880-5920, TTY 711

(toll-free)

601-576-4162 (local)

Internal Fraud and Abuse Hotline: Call if you suspect anyone of fraud.

1-866-242-7727, TTY 711

Have a healthy pregnancy

Tips for expectant mothers

If you are pregnant, it's important to take care of yourself to keep both you and your baby healthy. Here are 4 tips for expectant mothers.

- 1. Keep all prenatal appointments with your provider.** Start seeing your provider as soon as you suspect you are pregnant and then once a month during weeks 4 to 28 of your pregnancy. Then go every 2 weeks from weeks 28 to 36. For the last month, see your provider every week.
- 2. Take prenatal vitamins.** They help your baby grow healthy and strong. Read the label and make sure your prenatal vitamin has folic acid, iron, calcium and a B vitamin in it.
- 3. Keep moving.** Exercise is always important, but it's especially so during pregnancy. It can help lower stress, strengthen muscles and reduce fatigue. Daily walks are an easy way to keep moving.
- 4. Connect with available resources to support your pregnancy.** Sign up for our Healthy First Steps® program today to start earning rewards for having a healthy pregnancy. Visit **uhchealthyfirststeps.com** to enroll after your first provider appointment. Or call **1-800-599-5985, TTY 711**, for more information.



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UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, gender, gender identity, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, gender, gender identity, 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 submit the complaint in writing within 30 days of when you found out about it. If your complaint cannot be resolved in 1 day it will be treated as a grievance. We will send you an acknowledgement of the grievance within 5 days of receipt of the grievance. A decision will be sent to you within 30 days.

If you need help with your complaint, please call the toll-free member phone number at **1-877-743-8731**, TTY **711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday, (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number at **1-877-743-8731**, TTY **711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-743-8731, TTY 711**

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-743-8731, TTY 711**.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-877-743-8731, TTY 711**.

Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-877-743-8731**，或聽障專線 **TTY 711**。

French

ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-743-8731, TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-877-743-8731**، الهاتف النصي **711**.

Chocktaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-877-743-8731, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-743-8731, TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-877-743-8731, TTY 711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-743-8731, TTY 711**로 전화하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-877-743-8731, TTY 711**.

Japanese

ご注意：日本語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**1-877-743-8731**、または**TTY 711**。

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-877-743-8731, TTY 711**.

Punjabi

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-877-743-8731, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

Italian

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-743-8731, TTY 711**.

Hindi

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-877-743-8731, TTY 711**.