



# Health Talk

Your journey to better health

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Fall 2023

United  
Healthcare  
Community Plan

## What's inside

It's time for your annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.

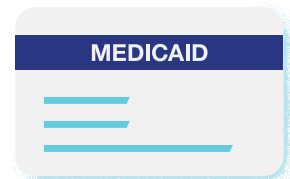


## Medicaid renewal

# Take action

## What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when to renew. They may call it recertification or redetermination.



Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your health plan.



We're here to help. Learn more at [uhc.com/staycovered](https://uhc.com/staycovered).

UnitedHealthcare Community Plan  
P.O. Box 219359  
Kansas City, MO 64121-9359

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## Breast cancer screening

# Be your best self

## Take time to get a mammogram

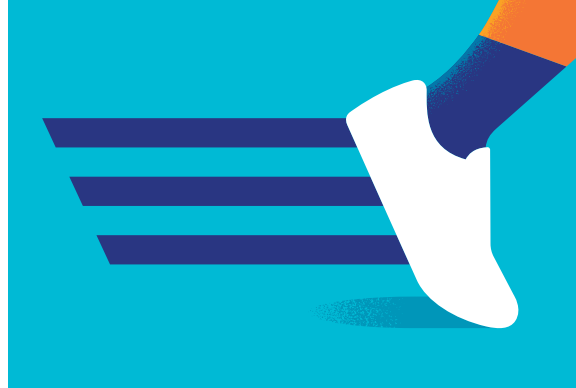
For women, it's important to get a mammogram when your health care provider says you should. A mammogram is an X-ray of the breasts that can help find breast issues. It may help find breast cancer early, when it is easier to treat.

Taking care of your health is important. It is not selfish. Plus, being healthy helps you take care of your family.

Getting a mammogram can save your life. It is a covered benefit for women based on your age and risk factors. That means you can get one at little or no cost to you.



**Take care.** Talk to your health care provider about if you should get a mammogram. To learn more about your mammogram benefits, call Member Services toll-free at the phone number on Page 4.



## Get moving

Visit [rallyhealth.com/onepass-2022](https://rallyhealth.com/onepass-2022) to learn more about the fitness benefits available through your health plan.

## Everyday life

### 3 ways to exercise

Exercise is an important part of a healthy lifestyle. It reduces your risk of getting diseases like diabetes, obesity and heart disease. Exercise also helps you feel better mentally. It can make you less stressed, sad and tired.

Fitting exercise into a busy day can be hard — especially when you have work, school and family time. Here are 3 ideas to help you be more active:

- 1. Your daily activity counts as exercise.** Walking to work or at work is a great way to get exercise. The fresh air is good for your mind, too.
- 2. Take a break from work and move when you can.** Stretch or walk around for a few minutes each hour.
- 3. Hit the gym for a quick workout.** One Pass is a gym and online fitness membership offered to members ages 18 and older for no extra cost. You can get access to a network of gyms and fitness locations. There are also live, online fitness classes and on-demand workouts.

Before you begin any exercise program, talk to your provider.

## Disease management

# Learn more about you

## Online resources to understand your health conditions

People who have been diagnosed with a disease often have questions. You may wonder:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

We have a disease management program to help you learn more and better manage your health. Visit [myuhc.com/communityplan/healthwellness](https://myuhc.com/communityplan/healthwellness) to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell



## Sanvello app

As of Jan. 1, 2024, Sanvello and AbleTo are becoming one organization. They are taking the best of the Sanvello app and creating the Self Care digital on-demand resource for help with stress and emotional well-being, like meditation and coping tools. The Sanvello app will not automatically transition to the Self Care app. You must create an account at [ableto.com/begin](https://ableto.com/begin) and enter the information on your member ID card. Then, you can download the AbleTo app or use any browser to access Self Care.



## Flu shot

# Fight the flu

## It's time for your annual shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, it will help make the symptoms less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



**Get your flu shot today.** There is no cost to you to get a flu shot. We have an online tool that makes it easier to schedule one. Visit [myuhc.com/findflushot](https://myuhc.com/findflushot).

## Member resources

# Here for you

We want to make it as easy as possible for you to get the most out of 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 health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-866-293-1796, TTY 711**

Monday–Friday, 7 a.m.–7 p.m. ET

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

**UnitedHealthcare app:** Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider’s office and much more.

**Download on the App Store or Google Play**

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

**1-800-985-3856, TTY 711**

**Transportation:** Call Member Services to ask about rides to and from your medical and pharmacy visits. To schedule a ride, you must talk to the transportation broker in your county. If you are enrolled in care management, your care manager can help (toll-free).

**1-866-293-1796, TTY 711**

**Care Management:** This program is for members with chronic conditions, complex needs or assistance with behavioral health and substance use disorders (toll-free).

**1-866-293-1796, TTY 711**



istock.com/Drazen Zigic

**Assurance Wireless:** Get unlimited high-speed data, minutes and texts each month. Plus, get an Android smartphone at no cost to you.  
**assurancewireless.com/partner/buhc**

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

**Quit Now Kentucky:** Get help quitting smoking at no cost to you (toll-free).  
**1-800-QUIT-NOW, TTY 711**  
**quitnowkentucky.org**

**Go digital:** Sign up for email, text messages and digital files to get your health information more quickly.  
**myuhc.com/communityplan/preference**

**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**

**Behavioral Health Crisis Line:** Get help 24 hours a day, 7 days a week (toll-free).  
**1-855-789-1977, TTY 711**

**MedImpact:** Call to find a pharmacy or medications, 24 hours a day, 7 days a week (toll-free).  
**1-800-210-7628, TTY 711**  
**kyportal.medimpact.com**

You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796**, TTY **711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796**, TTY **711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

**Spanish:** Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-866-293-1796**, TTY **711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

**Chinese:** 如果英文不是您的母語，我們可以提供協助。請致電 **1-866-293-1796**、**聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

**Vietnamese:** Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-866-293-1796**, TTY **711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

**Korean:** 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-866-293-1796**, TTY **711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

**French:** Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-866-293-1796**, ATS **711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

**Arabic:**

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-866-293-1796**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

**Russian:** Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-866-293-1796, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

**Tagalog:** Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-866-293-1796, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

**German:** Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-866-293-1796, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

**Japanese:** 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-866-293-1796, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

**Somali:** Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeeyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

**Swahili:** Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mema kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

**Pennsylvania Dutch:** Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

**Croatian:** Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

**Nepali:** यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

**Serbian:** Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.

# Notice of non-discrimination

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

**Mail:** Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**Email:** [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

**Web:** Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

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