



Health Talk

Your journey to better health



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Summer 2023

United
Healthcare
Community Plan

Renew today

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



Healthy eating

What's in season?

How to find cheaper fruits and vegetables

Summer is when fresh fruits and vegetables are at their best. Here are some places you can shop to save money on them:

- **Farmer's markets.** Many have low prices and accept benefits like SNAP or WIC cards. Also try buying from roadside stands.
- **Online services like Misfits Market and Imperfect Foods.** They deliver fresh produce at lower prices.
- **Community supported agriculture (CSA).** Joining a CSA can get you a big box of fresh vegetables at a set price every week.



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Medicaid plans

Keep your coverage

Be sure to renew your Medicaid eligibility

Medicaid is a state program. Every state has different rules. One rule they share is that members need to renew each year. You will need to provide information to your state. This will help them decide if you or your family members can still have Medicaid.

Your state will tell you when to renew. They may call it recertification or redetermination. Make sure they can reach you. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your plan.

Keep in mind that Medicaid eligibility requirements may have changed. Some rules made for COVID-19 may not apply any more. If you find you're no longer eligible for Medicaid, you may be able to stay covered. You may be able to get a new health plan through the ACA marketplace or your job. Find more information at [uhc.com/staycovered](https://www.uhc.com/staycovered).

Routine vaccinations

Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It's important for their health, and their school may require it.

One of the things the doctor will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their

baby immunizations, there are more needed for school-age kids, such as:

- **COVID-19 and Flu:** Recommended each year
- **Tdap:** Age 11–12
- **HPV:** Age 11–12
- **Meningococcal:** Age 11–12 and age 16



See your provider. Does your child have an appointment for their back-to-school checkup? If not, call today to make one.





Men's health

Preventive care to keep you healthy

Men face some unique health problems that don't affect women. But many of the top causes of death in men are preventable. You can work with your doctor to control some risk factors. You can also lower your risk with lifestyle. See your doctor every year for a checkup. Ask what screenings and vaccines you are due for.

	Preventive Care	Lifestyle
Heart disease	Get your blood pressure and cholesterol checked. If high, work with your doctor to lower them.	Exercise. Don't smoke. Eat a balanced diet.
Diabetes	Have lab tests for glucose and A1C. If high, work with your doctor to lower them.	Keep a healthy weight. Limit sugar.
Cancer	Get screened for prostate, skin and colorectal cancer. Ask if lung cancer screening is right for you.	Don't smoke. Limit alcohol. Eat high-fiber foods.
Infectious diseases	Get immunized. Get checked for hepatitis and HIV.	Practice safe sex.



Quit vaping

Put down that vape

E-cigarettes are as unhealthy as regular cigarettes

A 2022 study¹ found that more than 2.5 million teenagers use e-cigarettes, or vapes. This is about 14% of high schoolers and 3% of middle schoolers. Of those, 1 in 4 vape every day, and 85% use flavored products.

People often think e-cigarettes are safer than regular cigarettes. This is not true. Both contain nicotine, which is addictive. One Juul pod has as much nicotine as a whole pack of cigarettes.

E-cigarettes also have toxic chemicals that can damage your child's lungs and brain. Some vaping devices look like USB drives or pens, making it easier for your child to hide them.

Vaping is dangerous for adults, too. While it has some of the same long-term risks as cigarettes, it can also cause sudden lung damage in people of any age. This can be permanent or deadly.

1 Centers for Disease Control and Prevention (CDC), 2022.

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

Our website: 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

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



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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

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

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

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

Sanvello: This health and well-being app 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

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

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

MedImpact: Call to find a pharmacy or medications, 24 hours a day, 7 days a week.
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

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).