



Health Talk

Your journey to better health



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Summer 2023

¡Voltee para español!

United
Healthcare
Community Plan

Renew today

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



Hypertension

Heart smart

Tips to control your blood pressure

Controlling your blood pressure can help you prevent heart disease. If you have high blood pressure (hypertension), you can lower it by:

- Maintaining a healthy weight
- Exercising regularly
- Eating well
- Limiting alcohol
- Taking your medicine

A healthy blood pressure is 120/80 or lower. Ask your provider to check your blood pressure at your next visit.



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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 anymore. 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.

Dental health

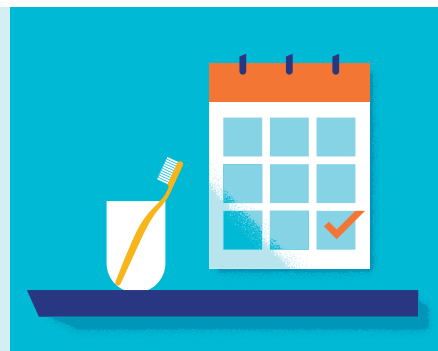
Smile

You have dental benefits

It's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, they can help you when you have pain. More importantly, they can help you avoid toothaches with preventive care.

Some conditions — like being pregnant or having diabetes — can make dental problems like gum disease more likely. So it's very important to see a dentist regularly.

Regular exams, cleanings and X-rays are covered benefits. They help the dentist find and treat small problems before they turn into big ones. Get a dental exam and cleaning twice a year.



Healthy teeth, healthy body.

Want to know more about your dental benefits? Call Member Services toll-free at the phone number on Page 6.



Lead testing

Has your child had this important test?

Lead testing is important for your child’s health. Lead can be found in painted toys. It can also be found in soil and dust. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into your child’s body, it can end up in their blood, bones or organs. Too much lead in their body can result in lead poisoning. It can cause slow growth or developmental problems.

Many children with lead poisoning don’t have any symptoms. That’s why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of a checkup at these ages.



Schedule your screening. Does your child need to be tested for lead? Ask their doctor.



Diabetes care

Under control

Tests for people with diabetes

If you have diabetes, it is important to make your health a priority. It takes time and effort to keep diabetes under control. Regular testing helps you see how you’re doing. Have you gotten these tests recently?

- **A1c blood test** — This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Cholesterol** — Controlling your cholesterol can protect you from heart disease. Get it checked once a year or when your provider says you should.
- **Blood pressure** — Keeping blood pressure under control is also good for your heart. Get it checked at every doctor visit.
- **Diabetes eye exam** — High blood sugar can cause blindness. This test helps find problems before you notice them. Get this test once a year.



We make it easy. These tests are covered benefits.

If you need help making an appointment or getting to the doctor, call Member Services toll-free at the phone number on Page 6.

Get care on time

Help with scheduling appointments

If you need help scheduling a visit with the providers in our network, please call Member Services at **1-800-941-4647**, TTY **711**. They can help by contacting the providers on your behalf to help you schedule a visit in the time frame requested.

Both adults and children should be able to get appointments with their primary care provider (PCP) within the following time frames:

- Urgent care – within 24 hours
- Acute care – within 72 hours
- Preventive health/physical exam – within 28 days
- Routine care – within 28 days

For baseline physicals, adults should be able to get an appointment within 180 days of a new member appointment



request. Children and DDD members should be able to get a baseline physical appointment within 90 days.

The time frames for specialty visits are:

Specialist

- Urgent care visit (with PCP referral) – within 24 hours
- Non-emergent or routine care visit (with PCP referral) – within 28 days

Obstetrics

- First-trimester care visit – within 3 weeks
- Second-trimester care visit – within 7 days
- Third-trimester care visit – within 3 days
- High-risk care – within 3 days

Dental

- Emergent care visit – within 24 hours
- Urgent care visit – within 48 hours
- Preventive or routine visit – within 28 days

Behavioral health

- Urgent care visit – within 24 hours
- Routine care visit – within 10 days

Lab/radiology

- Urgent appointment – within 48 hours
- Routine appointment – within 3 weeks

Sexual health

Get tested

About 4 million Americans get chlamydia every year. It is one of the most common sexually transmitted infections (STIs) in the United States. It is spread through vaginal, anal and oral sex.

Chlamydia often doesn't have any symptoms. That's why testing for it is important. Annual screening is recommended for women and teens under age 25.





Health and wellness

Rest easy

Treatment for colds, infections and bronchitis

There is a reason people call it “the common cold.” Colds are a very common form of sickness. If you have these symptoms, it is likely you have a cold:

- Cough
- Body aches and headaches
- Sore throat
- Runny nose
- Sneezing

But these symptoms may also be signs of other illnesses. For example, your child may have an upper respiratory infection. Or you may have bronchitis. Most of the time, you don’t need antibiotics to treat the common cold, a respiratory infection or bronchitis. They all will get better on their own or with other treatments. It is important to only take antibiotics when they are needed. Taking them when they are not needed can be harmful. If you have any questions, talk to your provider.

Antidepressants

Managing your medicine

When you take medicine for depression, it’s important to take it as directed by your provider. This will help you feel better.

When taking antidepressants, some people experience side effects like nausea, headaches, weight gain and feeling tired. If you have side effects from your medicine, talk to your provider.

They may have you start with a lower dose or suggest taking it with food. Or they may have you try a different medication. They want to make sure the medicine is working for you and that you feel better.





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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). **1-800-941-4647, TTY 711**

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

New Jersey Quitline: This is a free counseling service for smokers who are ready to stop. **1-866-657-8677, TTY 711 njquitline.org**

Transportation: Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 20 miles of your home. **1-866-527-9933, TTY 1-866-288-3133**

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free). **1-800-941-4647, TTY 711**

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

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**

Suicide & Crisis Lifeline: Call or text if you need crisis support or are worried about someone else. **988**



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

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 24 hours a day, 7 days a week.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mail e vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711 로 UnitedHealthcare Community Plan 에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተሓሔዙ ዘሎ ሓበሬታ ብቋንቋኹም ተዘይኮይኑ፤ ብኸብረትኩም በዚ ዝስዕብ ቁጥሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስግዕ ንተጸገሙ/TTY 711።

Si la información adjunta no esta en su lengua maternal, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຄັດມານີ້ບໍ່ແມ່ນພາສາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647, TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកឆ្លង់ TTY 7111។

Kung ang nakalip na impomasyon ay wala sa iyong panguhanig wika, mangyaring tumawaga sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید وسیله ارطباتی برای نا شنوایان- TTY 711.