



Health Talk

Your journey to better health

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Winter 2023

¡Voltee para español!

United
Healthcare
Community Plan

We want to hear from you

In February, you may be asked to complete a survey by mail or phone. If you get the survey, please complete and return it. Your opinion matters. It helps us know what is working and where we need to improve. Your answers will be private.

Health + Wellness

Smile

Dental care for kids

UnitedHealthcare provides dental benefits to eligible children and young adults through Rite Smiles. Rite Smiles covers a wide variety of medically necessary services, including:



- The age 1 dental visit
- Routine dental exams
- Cleanings
- Fluoride treatments
- Sealants
- X-rays
- Fillings
- Orthodontia

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Learn more. To find a dentist, visit [uhc.com/ritesmiles](https://www.uhc.com/ritesmiles). Or call UnitedHealthcare Dental Member Services at **1-866-375-3257**, TTY **711**, Monday–Friday, 8 a.m.–6 p.m. ET.

UnitedHealthcare Community Plan
475 Kivert Street, Suite 310
Warwick, RI 02886

UNHC-068-RI-CAID

CSRI23MD0093218_000

Everyday Life

Over-the-counter benefits

Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications? These are items you can buy without a prescription. They include:

- Sinus and allergy medicine
- Pain relievers such as Tylenol, Advil or aspirin
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream
- Contraceptives
- Products to help you quit smoking

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



istock.com/kwangmozaa



Save today. Call Member Services toll-free at the phone number on Page 4 to learn how to use your OTC medication benefits.

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. A member with diabetes was having trouble getting medication for her insulin pump. So, she called Member Services.

Member Services worked with the provider's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She now knows she can contact the case manager for any future needs. This kind of help from Member Services is available to all members.



Support when you need it. Call Member Services toll-free at the phone number on Page 4. We're here to help.



Did you know?

It is safe to get health care in person. If your provider tells you to get labs, X-rays or other health services and screenings, you should. These tests are important for your health.

Covered Care

Are you due for care?

Screenings and vaccines keep your family healthy

Preventive care is important. It helps you and your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your family may be due for.



Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Influenza (flu) vaccine

Everyone 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



COVID-19 vaccine

The CDC recommends everyone stay up to date with their COVID-19 vaccines. Everyone 6 months and older should get all primary series doses. Everyone ages 5 and older should also get a booster dose. Updated booster shots are available. They protect from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



Check it out. Checklists to help you prepare for your visit are available. Visit adultwellnessvisit.myuhc.com and childwellnessvisit.myuhc.com.



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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).
1-800-587-5187, 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

Quit For Life: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

Transportation: Nonemergency medical transportation is a covered benefit. You can arrange for rides to medical, dental or other health-related appointments. Bus tickets need to be requested 7 business days in advance. For van or taxi rides, call at least 2 days before your appointment.
1-855-330-9131, TTY 711
8 a.m.–5 p.m., Monday–Friday

Care Management: This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).
1-800-672-2156, TTY 711

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

BH Link: Mental health support is available 24 hours a day, 7 days a week.
401-414-LINK
(401-414-5465)

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



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**, 8 a.m. – 6 p.m., Monday – Friday.

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. Or, you can 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**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: Language assistance services, free of charge, are available to you.
Call 1-800-587-5187, TTY 711.

Spanish

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo.
Llame al 1-800-587-5187, TTY 711.

Portuguese

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma.
Contacte 1-800-587-5187, TTY 711.

Chinese

注意：我們提供免費的語言援助服務。請致電 1-800-587-5187 或聽障專線(TTY) 711。

French Creole (Haitian Creole)

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

Mon-Khmer, Cambodian

សម្គាល់៖ សេវាកម្មជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានផ្តល់ជូនសម្រាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ

1-800-587-5187, TTY 711។

French

ATTENTION: vous pouvez profiter d'une assistance linguistique sans frais en appelant le 1-800-587-5187, TTY 711.

Italian

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero 1-800-587-5187, TTY 711.

Laotian

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ

1-800-587-5187, TTY 711.

Arabic

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

Russian

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону 1-800-587-5187, TTY 711.

Vietnamese

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

Kru (Bassa)

TÒ ƉÙŪ NÒMÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wudu-dù kò-kò po-nyò bě bìl nǎ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄ín, dá nòbà nìà ke: 1-800-587-5187, TTY 711.