



HealthTalk

Your journey to better health



What's inside

It's time for your annual flu shot. Find out where to get one by using our flu shot location finder. Learn more on page 2.

Member Handbook

Membership, benefits and plan details

Your member handbook is updated annually. Find it on myuhc.com/communityplan.



It includes our Notice of Privacy Practices and Notice of Non-discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.

Fight the flu

It's time for your annual flu 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, your symptoms will be 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. Use our online tool that makes it easy to schedule one. Visit myuhc.com/findflushot.



Extra benefits

Get no-cost rides to medical visits and more

If you need a ride to an appointment, ask a friend, family member or neighbor first. If you cannot get a ride, UnitedHealthcare Community Plan will help you. You may receive non-emergency transportation for AHCCCS covered services, such as:

- Primary care provider (PCP), maternity, vision, dental, mental health and substance use disorder visits
- Your pharmacy

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app**, visit myuhc.com/transportation, or call **1-888-889-0358**, TTY **711** (toll-free).

Screening for breast cancer

Breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease, like lumps. Breast cancer screening cannot prevent breast cancer, but it can help find it early, when it is easier to treat. Screening is recommended for women between the ages of 40-74.¹ Talk to your primary care provider about which breast cancer screening tests are right for you, and when you should have them.

Quitting is worth it

Most people know smoking is dangerous. But did you know that cigarette smoking causes nearly 1 in 5 deaths each year in the U.S.?²

The good news is quitting smoking improves health, lowers the risk of 12 types of cancer and can add as much as 10 years to your life.³

Even though quitting is hard, you can get tools and support to help you do it.

Tips to help you quit:

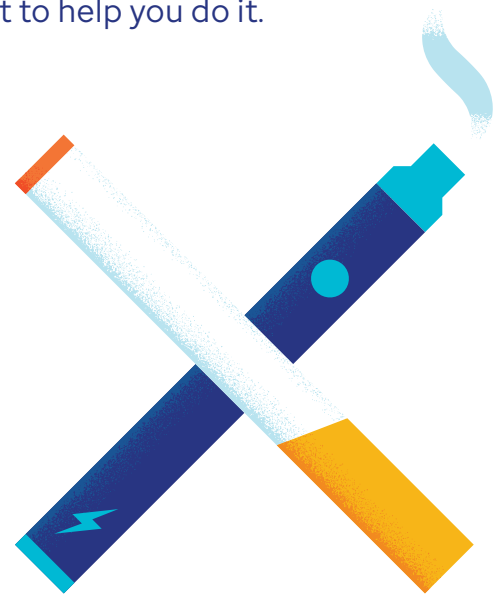
- Make a list of reasons to quit
- Pick a quit date and tell all your friends and family
- Get rid of your cigarettes and lighters
- Ask people not to smoke around you
- Use nicotine replacements like patches or gum

Would you like to make a plan to quit smoking?

Visit myuhc.com/CommunityPlan for more information on your tobacco cessation benefits. You can also get support and information from Quit for Life® at quitnow.net or call Quit For Life (toll-free) at **1-866-784-8454**, TTY **711**.

Arizona Smoker's Helpline (ASHLine):
1-800-556-6222 | ashline.org

Get help quitting smoking (toll-free).



¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

³cdc.gov/tobacco/about/benefits-of-quitting



Preventive care

Controlling your blood pressure

Blood pressure is how hard your blood pushes against your artery walls. It goes up and down throughout the day. But if it often stays at 130/80 or higher, that could mean you have high blood pressure, also called hypertension.

That's something to take seriously—because it can lead to problems like heart attacks, strokes, kidney issues, and even vision loss. It's important to know your blood pressure numbers and have regular visits with your primary care provider (PCP). Together you can make a plan to keep your blood pressure in check.

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-800-348-4058**, TTY **711**

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. You may also request a Member Handbook or Provider Directory be mailed to you at no cost.

NurseLine: 1-877-440-0255, TTY 711

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

Arizona Smoker's Helpline (ASHLine):

1-800-556-6222 | ashline.org

Get help quitting smoking (toll-free).

Transportation:

1-888-889-0358, TTY **711** (toll-free)

If you need help with a ride to an appointment, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

Care Management:

1-800-348-4058, TTY **711**

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Suicide & Crisis Lifeline: Call or text **988**
Chat: **chat.988lifeline.org/**
Deaf/HoH: **988lifeline.org/deaf-hard-of-hearing-hearing-loss/**

Crisis Line for Help With Mental Health:
1-844-534-HOPE (4673), TTY 711

Office of Individual and Family Affairs (OIFA): 1-800-348-4058, TTY 711

We're here to help. Call Member Services and ask to speak with OIFA.

Assurance Wireless:
assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for a minimal fee.

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Community Resources:
uhc.care/HTCommResources

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Arizona Community Resource Guide:
uhc.care/AZ_DDD_Resource_Guide

We're committed to helping our community live healthier lives. The UnitedHealthcare Community Resource Guide can help you find the resources and support you need.

Discrimination is against the law. Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, the company does not discriminate, exclude people, or treat them differently based on any of the following: race, color, national origin, sex, pregnancy, childbirth or medical conditions related to pregnancy or childbirth, political or religious affiliation or ideas, culture, creed, social origin or condition, genetic information, sexual orientation, gender identity or expression, ancestry, age, military service or veteran status, marital status, or disability.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 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:

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**
By mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

1-800-348-4058, TTY 711

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

Spanish: ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al número de teléfono gratuito que se indica arriba.

Navajo: BAA'ÁKONÍNÍZIN: Diné saad bee yánilti'go, saad bee áka'e'eyeed bee áka'aná'awo', doo bą́ąh alínígóó, bee ná ą́ą'át'é. Hodahgo t'áá jíík'eh béesh bee hane'í biká'ígíí bee hodílnih.

Apache: ATTENTION: Nṇēēk'ehgo yádałti'yúgo, nohwich'í' odahitṇii doleeł. Ádí' doo nahíṇṇł da doleeł. Call ádagote' ádałt'iyúgo, toll-free numberhí hadagee dahgoz'āā.

Chinese: 注意：如果您說中文，您可獲得免費語言協助服務。撥打上方免費電話。

Vietnamese: LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

Arabic: تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل بالرقم المجاني أعلاه.

Tagalog: PANSININ: Kung nagsasalita ka ng Tagalog, may magagamit kang libreng mga serbisyong pantulong sa wika. Tawagan nang libre ang numero sa itaas.

Korean: 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

French: ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Composez le numéro gratuit ci-dessus.

German: HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben aufgeführte kostenfreie Nummer an.

Russian: ВНИМАНИЕ! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

Japanese: 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。上記のフリーダイヤル番号までお電話ください。

Croatian: POZOR: Ako govorite hrvatski jezik, usluge jezične podrške dostupne su Vam bez naknade. Nazovite gore navedeni besplatni broj telefona.

Syriac: ܩܕܝܫܐ ܡܪܝܬܐ ܕܥܠܡܐ ܕܢܚܝܐ ܕܟܪܝܨܬܐ ܕܗܘܐ ܕܥܒܕܐ ܕܥܕܢܐ ܕܥܕܢܐ ܕܥܕܢܐ

Farsi: توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با شماره رایگان بالا تماس بگیرید.

Thai: โปรดทราบ: หากคุณพูดภาษาไทยเรามีบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ โปรดโทรติดต่อหมายเลขโทรฟรีด้านล่าง