



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.

Medicaid renewal

Don't lose coverage

Medicaid members need to renew their coverage every year. This process is called "redetermination." Your state will reach out and tell you when it is time to renew.

Make sure the state can reach you. Be sure they have your current address, email, and phone number.

It is important to respond when the state contacts you. If you don't, you risk losing your health plan.



We're here to help

Learn more at
[uhc.com/staycovered](https://www.uhc.com/staycovered).

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.

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.



Extra benefits

Get no-cost rides to medical visits and more

If you're an eligible member of UnitedHealthcare® Community Plan, your benefits may include non-emergency transportation. And there is no cost to you.

That means you can get unlimited rides to:

- Covered medical appointments – like primary care provider (PCP), maternity, vision, dental, mental health and substance use visits
- WIC (Women, Infants and Children) appointments for pregnant women
- OB/GYN appointments, including doula visits (where available)
- Your pharmacy

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app** or visit myuhc.com/transportation.

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

Supporting your plan to quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**. Or call National Quit Connect toll-free at **1-800-784-8669**.



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.

¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

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

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 **1-800-903-5253**, 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.

UHC Doctor Chat:

Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app.

PCPs are available 24/7 and can answer questions, big or small. Download the

UHC Doctor Chat app or learn more at

UHCDoctorChat.com.

Michigan Tobacco Quitline:

1-800-784-8669, TTY **711** (toll-free)

michigan.quitlogix.org/en-us

Get help quitting smoking at no cost.

Transportation:

1-877-892-3995 | **modivcare.com**

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 4 business days before your appointment. You also may be able to get money for gas. Download the Modivcare app on the App Store® or Google Play™.

Care Management:

1-800-903-5253, TTY **711** (toll-free)

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.

Live and Work Well: liveandworkwell.com

Find articles, self-care tools, providers and mental health and substance use resources.

Assurance Wireless:

assurancewireless.com/buhc

Lifeline plan that includes 3,000 talk minutes, unlimited texts, and 4.5GB of data each month at no cost to participants. Ability to Bring Your Own Phone (BYOP) or purchase a new phone for as low as \$20 are options.

Healthy First Steps®:

1-800-599-5985, TTY **711**

uhhealthyfirststeps.com

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

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.

Go digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

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.



Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call Member Services at **1-800-903-5253**, TTY **711**, 8:30 a.m.–5:30 p.m. ET, Monday–Friday.

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344

Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call Member Services at **1-800-903-5253**, TTY **711**, 8:30 a.m.–5:30 p.m. ET, Monday–Friday.

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

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

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

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

Complaint forms are available at: **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services 1-800-903-5253, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene disponibles servicios gratuitos de asistencia lingüística y comunicaciones gratuitas en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-800-903-5253, TTY 711.

نبيه: إذا كنت تتحدث اللغة العربية (**Arabic**)، فإن خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة، تتوافر لك. اتصل بخدمات الأعضاء على الرقم 1-800-903-5253، الهاتف النصي 711.

মনোযোগ দিন: আপনি যদি **বাংলা (Bengali)** ভাষায় কথা বলেন, তবে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবা এবং লার্জ প্রিন্ট সহ অন্যান্য ফরম্যাটে যোগাযোগ করার সুবিধা উপলব্ধ রয়েছে। মেম্বার সার্ভিসেসে 1-800-903-5253, TTY 711 নম্বরে কল করুন।

ВНИМАНИЕ! Если Вы говорите по-**русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-903-5253, TTY 711.

注意: 如果您說**中文 (Chinese)**，您可獲得免費語言協助和其他格式的免費通訊服務，例如：大字體印刷。請致電1-800-903-5253（聽障專線 (TTY) 711）與會員服務部聯絡。

VINI RE: Nëse flisni **shqip (Albanian)**, ka në dispozicion për ju shërbime falas të ndihmës me gjuhën dhe komunikime falas në formate të tjera, si me shkronja të mëdha. Telefononi Shërbimet për Antëtarin në 1-800-903-5253, TTY 711.

KUMBUSHO: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha bila malipo na mawasiliano bila malipo katika miundo mingine, kama vile maandishi makubwa, zinapatikana kwako. Pigia simu Member Services kupitia 1-800-903-5253, TTY 711.

توجه فرمائیں: اگر آپ اردو (**Urdu**) بولتے ہیں، تو مفت زبان کی خدمات اور دیگر فارمیٹ، جیسے بڑے پرنٹ میں مفت مواصلات آپ کے لیے دستیاب ہیں۔ ممبر سروسز کو 1-800-903-5253, TTY 711 پر کال کریں۔

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ nhận được các dịch vụ hỗ trợ ngôn ngữ miễn phí và nhận các tài liệu truyền thông miễn phí ở các định dạng khác như chữ in lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-903-5253, TTY 711.

UWAGA: Jeśli mówi Pan/Pani w języku **polskim (Polish)**, dostępne są bezpłatne usługi pomocy językowej i komunikacji w innych formatach, np. duży druk. Proszę zadzwonić do działu obsługi klienta pod numer 1-800-903-5253, TTY 711.

참고: 귀하가 **한국어 (Korean)**를 구사하시는 경우, 무료 언어 지원 서비스와 다른 형식의 무료 커뮤니케이션(예, 큰 활자체로 된 정보)을 이용하실 수 있습니다 가입자 서비스부에 1-800-903-5253, TTY 711번으로 전화하십시오.

ध्यान दें: यदि आप **हिंद (Hindi)** बोलते हैं, तो मुफ्त भाषा सहायता सेवाएं और अन्य प्रारूपों में मुफ्त संचार, जैसे बड़े प्रिंट, आपके लिए उपलब्ध हैं। 1-800-903-5253, TTY 711 पर सदस्य सेवाओं को कॉल करें।

DIGNIIN: Haddii aad ku hadasho **Af Soomaali (Somali)**, adeegyada kaalmada luqadda bilaashka ah iyo isgaarsiinnada bilaashka ee qaabab kale ah, sida daabacaad waaweyn, ayaa lagu heli karaa. Ka wac Adeegyada Xubnaha 1-800-903-5253, TTY 711.

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ **ਪੰਜਾਬੀ (Punjabi)** ਬੋਲਦੇ ਹੋ, ਤਾਂ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਹੋਰ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਮੁਫਤ ਸੰਚਾਰ, ਜਿਵੇਂ ਕਿ ਵੱਡਾ ਪ੍ਰਿੰਟ, ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਮੈਂਬਰ ਸੇਵਾਵਾਂ ਨੂੰ 1-800-903-5253, TTY 711 'ਤੇ ਕਾਲ ਕਰੋ।

ATTENTION : si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Veuillez appeler le département des services aux membres au 1-800-903-5253, TTY 711.