



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

Washington Apple Health (Medicaid) and Apple Health Expansion members need to renew their coverage every year. Washington Health Care Authority (HCA) will reach out and remind you when it is time to renew.

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

It is important to respond when HCA contacts you. If you don't, you risk losing your health coverage.



We're here to help

Learn more at

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.



Getting care

You and your doctor: A team for your child's ADHD

If your child just started taking medicine for Attention Deficit Hyperactivity Disorder (ADHD), it's important to return to the doctor soon – usually within 14 days. This helps the doctor see if the medicine is working and if there are any problems.

At the follow-up visit, be ready to talk about:

- Any changes you've seen in your child's behavior
- Any side effects, like trouble sleeping or feeling sick
- How your child is acting at home or school
- Changes in how much your child eats or sleeps

These visits help make sure your child gets the right care. By sharing what you notice, you help the doctor make the best choices for your child. Always talk openly with the doctor and ask questions if you're worried about anything.

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

Call Quit for Life at **1-866-QUIT-4-Life (1-866-784-8454)** for more information or visit their website at **myquitforlife.com/uhcwa**.



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

Your child may be exposed to lead

A simple test can keep your child safe

Children can be exposed to lead in many ways including paint, toys, and soil. Exposure to lead can affect a child's growth and development. The only way to know if your child has been exposed to lead is by a blood test. All children that are enrolled in Apple Health are to be tested by the age of 2 or by the age of 6 if never tested before.



**Schedule an appointment
with your child's provider**



Get involved

Interested in joining our Community and Member Advisory Council?

Give input on improving quality of care and health equity for our members. The Council meets four times per year. Spots on the Council are limited – email us soon at uhc_communitywa@uhc.com.

Find what you need

Here's where to go to find information about your Apple Health benefits and coverage:

Apple Health (Medicaid) Members – UHCCP.com/wa/imc

Apple Health Expansion Members – UHCCP.com/wa/ahe

You can also log into our Member-only site at myuhc.com/communityplan or use the **UnitedHealthcare App**.

When you use these resources, you will always know where to find your health plan documents. Here is what else you will find:

Member handbook – details about your Apple Health benefit coverage and how to obtain medical and behavioral health care.

Provider directory – a list of medical and behavioral health care providers in our UnitedHealthcare network who are close to you.

Preferred drug list (PDL) – a list of medications covered for eligible Apple Health members.

Health risk assessment – a survey that helps us better understand your health care needs to get you the care you need.

Advance directives and physician orders for life sustaining treatment (POLST) – information about our policies on these legal documents. Advance directives state your wishes about your future medical and mental health care if you become too ill to make decisions about your care. A POLST is created with your provider and is a plan about your wishes for end-of-life care.

Member rights and responsibilities – a list of your rights and responsibilities as an Apple Health member.

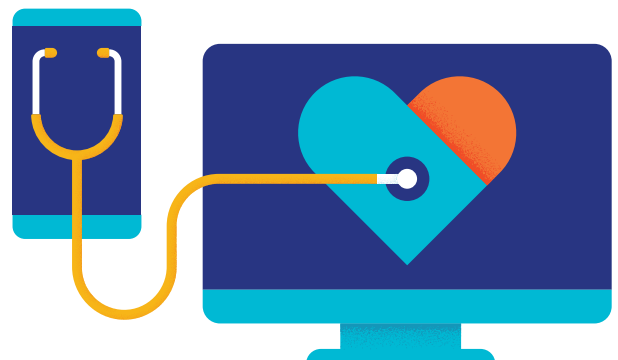
Grievances and appeals – information on how to file a grievance or request an appeal.

Practice guidelines – a list of evidence-based clinical guidelines that assist providers in making decisions about appropriate health care.

Additional important health plan resources:

Notice of Privacy Practices – a policy that describes how we collect, use, share, and protect your personal data available at uhc.com/privacy.

Notice of Non-discrimination/ Notice of Availability – our commitment to non-discrimination and access to language assistance and alternative formats available at uhc.com/legal.



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:

1-877-542-8997, 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.

NurseLine: 1-877-543-3409, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you.

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**.

Quit For Life: 1-866-784-8454, TTY 711

myquitforlife.com/uhcwa

Get help quitting smoking at no cost to you.

Transportation: 1-877-542-8997, TTY 711

Call Member Services to ask about your transportation benefit through Washington Health Care Authority (HCA). The list of brokers who can arrange transportation can be found at **hca.wa.gov/transportation-help**

Healthy First Steps®:

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy.

Care Management:

1-877-542-8997, 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.

Live and Work Well: liveandworkwell.com

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

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 \$20.

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.

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 Enrollee Services at **1-877-542-8997, TTY 711, 8 a.m.–5 p.m., 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 Enrollee Services at **1-877-542-8997, TTY 711, 8 a.m.–5 p.m., 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 Enrollee Services 1-877-542-8997, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Afiliados al 1-877-542-8997, TTY 711.

ማሳሰቢያ፡- አማርኛ (Amharic) የሚናገሩ ከሆነ ነፃ የቋንቋ እርዳታ አገልግሎቶች እና በሌሎች ቅርጸቶች የሚቀርቡ እንደ ትልቅ ህትመት ያሉ ነፃ የመገናኛ ዘዴዎች ለእርስዎ ቀርበዋል። ለተመዝጋቢ አገልግሎቶች በስልክ ቁጥር 1-877-542-8997፣ TTY 711 መደወል ይችላሉ።

تنبيه: إذا كنت تتحدث اللغة العربية (Arabic) ، فتوجد هناك خدمات مساعدة لغوية مجاناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بخدمات المسجلين على الرقم 1-877-542-8997، الهاتف النصي 711.

သတိမူရန်- သင်သည် **မြန်မာ (Burmese)** စကားပြောပါက၊ အခမဲ့ ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများနှင့် စာအုပ်စာစောင်ကဲ့သို့သော အခြားဖော်မတ်များဖြင့် အခမဲ့ဆက်သွယ်ရေးဝန်ဆောင်မှုများကို သင်ရရှိနိုင်ပါသည်။ စာရင်းသွင်းသူဝန်ဆောင်မှုများ 1-877-542-8997၊ TTY 711 ကိုခေါ်ဆိုပါ။

សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ (Khmer) នោះសេវាជំនួយផ្នែកភាសាដោយឥតគិតថ្លៃនិងការប្រាស្រ័យ ទាក់ទងដោយឥតគិតថ្លៃជាទម្រង់ផ្សេងទៀត ដូចជាការបោះពុម្ពអក្សរធំៗ គឺមានផ្តល់ជូនដល់អ្នក។ ទូរសព្ទទៅផ្នែកសេវាកម្ម សម្រាប់អ្នកចុះឈ្មោះ តាមលេខ**1-877-542-8997, TTY711**។

注意：如果您說中文 (Traditional Chinese) ，免費語言協助服務和其他格式（例如大字版）的免費通訊可提供給您。致電投保人服務 1-877-542-8997 ，聽障專線 (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. 1-877-542-8997, TTY 711번으로 가입자 서비스에 전화하십시오.

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ **ພາສາລາວ (Lao)**, ພວກເຮົາມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານພຣີ ແລະ ມີການສື່ສານໃນ ຮູບແບບອື່ນໃຫ້ພຣີ, ເຊັ່ນ ເປັນຕົວເລັກໃຫຍ່, ແລະ ມີອຸປະກອນຊ່ວຍເຫຼືອໃຫ້ທ່ານພຣີ. ໂທຫາໝວຍບໍລິການລົງທະບຽນ ທີ່ ໝາຍເລກໂທລະສັບ 1-877-542-8997, TTY711.

FUULEFFANNAA: Afaan **oromoo (Oromo)** dubbattu yoo ta'e, tajaajiloonni gargaarsa afaanii bilisaa fi ergaawwan/koominikeeshiniin bilisaa bifa birootiin, kan akka barruu guddaa maxxanfameetiin ni argattu. Tajaajila namoota galmaa'aniif kennamu argachuuf 1-877-542-8997 irratti bilbilaa, Tajaajila Bilbila Barreeffamaaf (TTY) 711 fayyadamaa.

توجه: اگر بہ فارسی (**Farsi**) صحبت نمی کنید، خدمات کمکی زبان رایگان و مطالب رایگان در قالبهای دیگر، مانند پرینت درشت، برای شما فراهم است. با شماره خدمات ثبتنام شدگان 1-877-542-8997، TTY 711 تماس بگیرید.

ਧਿਆਨ ਦਿਓ: 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। ਨਾਮਾਂਕਣ ਸੇਵਾਵਾਂ ਨੂੰ 1-877-542-8997, TTY 711 'ਤੇ ਕਾਲ ਕਰੋ।

ATENȚIE: Dacă vorbiți limba **română (Romanian)**, aveți la dispoziție servicii de asistență lingvistică gratuită și opțiuni de comunicare gratuite într-un alt format, precum text cu caractere mari. Apelați serviciul pentru persoanele înscrise: 1-877-542-8997, TTY 711.

ВНИМАНИЕ: Если Вы говорите **по русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Позвоните в службу поддержки клиентов 1-877-542-8997, TTY 711.

DIGNIIN: Haddii aad ku hadasho **Af soomaaliga (Somali)**, taageero luuqadeed oo lacag la'aan ah iyo wadaxiriir bilaash ah oo ku baxaya qaabab kale, sida far waaweyn, ayaa kuu diyaar ah. Ka wac adeegyada diiwaangashanaha 1-877-542-8997, 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. Piga simu kwa huduma za wanaojiandikisha kwa nambari 1-877-542-8997, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tumawag sa mga serbisyo sa nag-enroll 1-877-542-8997, TTY 711.

ኢቻርኒጎ:- ትግርኛ (Tigrigna) ትዛረብ እንተኾንካ፡ ናጻ ኣገልግሎት ሓገዝ ቋንቋን ብኻልእ ቅርጺ፡ ከም ዓቢ ፊደል ዝኣመሰሉ ዝተዳለዉ ናጻ ርክባትን ከትረኩብ ትኽእል ኢኻ። ንኣገልግሎት ተመዝገብቲ ብስ.ቁ 1-877-542-8997, TTY 711 ደውሉ።

УВАГА! Якщо ви розмовляєте **українською (Ukrainian)**, вам доступні безкоштовні послуги перекладачів та безкоштовні матеріали в інших форматах, наприклад, надруковані великим шрифтом. З питань щодо послуг для учасників звертайтеся за телефоном 1-877-542-8997, TTY 711.

LƯU Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các hình thức truyền đạt khác miễn phí, chẳng hạn như chữ in lớn. Vui lòng gọi cho bộ phận dịch vụ ghi danh theo số 1-877-542-8997, TTY 711.

MWE AHKKAHLWEMYE: Kom fin kahs **Kosrae (Kosraean)**, oasr kahsruh nuhke kahs kuh sramsram ke ohiyac sahyac, nuhke sim luhlahp, oasr nuh sum. Pahngon kasruh nuh sin mwet wi 1-877-542-8997, TTY 711.

KŌJELLA: Ñe kwōj kenono **Kajin Majol (Marshallese)**, ewōr jibañ in ukok ejellok wonnen im wāween ko jet kwōmaron bōk melele ejellok wonnen, einwōt ilo jeje ko relab, kein roñjak ko kwōmaron kōjermal. Kall e jikin eo ej jibañ armej ro rar kadeloñ ettaer ilo 1-877-542-8997, TTY 711.

SUBED: A lsekum e ke melekeoi a tekoi er a **Belau (Palawan)**, e ng ngar er ngii a tada el ngeso el kirel a kuk bebil er a teletelel a omelekoi el kirem, el ua meklou el llechukl. Momekedong er a obis lounge Rachel er a dengua el 1-877-542-8997, TTY 711.

PAKAIR: Mah ke kin lokaiahn **Pohnpei (Pohnpeian)**, mie sawas en sahpis en lokaia me sohte isepe oh mehn kapehse ni soangen mwohmw kei, me duwehte inting lapala, me kak kohda ohng kowe. Eker wasahn sahpis en kileledi ni 1-877-542-8997, TTY 711.

ESINESIN: Ika en mi fos non **Fosun Chuuk (Chuukese)**, mi kawor aninisin awewe non fosun fonuwomw me pwan non ekoch nikinikin porous, awewe ren watten mesen mak, mi kawor ngonuk ese kamo. Kekeru ewe aninisin amasow ren 1-877-542-8997, TTY 711.

MARNGAG: Fanra gama thin nu **Waab (Yapese)**, bay boch e ayuw ni dariy pulwon maku bay boch e yol nib ga ni ra pi e ayuw. Gra telephone nag e re numba ney 1-877-542-8997, TTY 711.