



HealthTalk

Your journey to better health



Health is 24/7 – now your health plan support is, too

Download the **UnitedHealthcare app** for on-the-go-access to your plan benefits and coverage. Available on the App Store® or Google Play™.

Covered care

Save money at the pharmacy

Over-the-counter products are items you can buy without a prescription. They include cold and allergy medicine, pain relievers, vitamins, first-aid cream, and other products. Your benefits may lower the cost of OTC items.



Questions?

Chat with an advocate through **myuhc.com/communityplan** or the **UHC mobile app**.

Dental health

Diabetes and dental health

More than 38 million people in the United States have diabetes.¹ High blood sugar can make it harder to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



For help finding a dentist call Member Services at the phone number on page 7. And remember to have your A1c checked every 3 months.

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- How does this condition affect my health?
- What are the treatments?

Our disease management program can help. Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell

Postpartum care

Caring for your body after giving birth

Your body needs to recover after giving birth. While your new baby needs a lot of attention and care, it is important to take care of yourself, too.

- Get as much rest as possible. Sleep when your baby sleeps.
- Try to eat right. A healthy, balanced diet can help your body recover.
- Move a bit. Check with your health care provider first. If they say it's okay, try to walk and do postpartum exercises for even a few minutes each day.
- Be honest with friends and family. Ask for help when you need it.

If you have high blood pressure, diabetes or are overweight, you might be at a higher risk for preeclampsia and other complications. To learn more about warning signs to watch for, visit cdc.gov/hearher/maternal-warning-signs.

Protect your skin

Skin cancer is the most common form of cancer in the United States. It is estimated that nearly 9,500 people are diagnosed with skin cancer every day.² Indoor and outdoor tanning can lead to an increased risk of developing skin cancer.³

Others at higher risk of developing skin cancer include:

- Those with fair skin
- Those with light, red or blonde hair
- Those with blue, green or gray eyes

How to protect your skin:

- Apply sunscreen
- Wear protective clothing and wide-brimmed hats
- Avoid artificial tanning booths, use sunless lotions instead

Check your skin monthly for changes in the size, shape or color of a mole. Call your provider and schedule a checkup if you find any changes related to your skin.

Make an appointment with your primary care provider (PCP) today

Yearly checkups (or annual wellness visits) help you stay healthy. These visits are in addition to other doctor visits about medical concerns. **It is important to see your PCP once a year even if you don't feel sick.**

The visit is covered at no cost to you

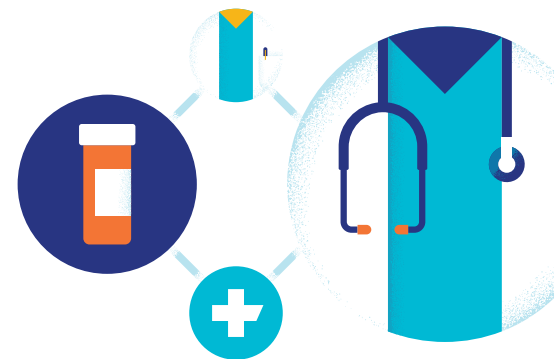
- See your in-network PCP for this visit
- Your PCP is the main doctor you see for most of your care
- Bring your member ID card

Schedule your appointment

- Need help making an appointment? We can help. Chat with Member Services through myuhc.com/communityplan or the **UnitedHealthcare® app**

What to expect at your visit

- Your PCP may check your heart and lungs, hearing, vision and body mass index (BMI)⁴
- Ask about other tests, screenings or shots that are right for you
- Talk to your PCP about any of your health concerns and what illnesses you may be at risk for



²melanomafoundation.org/statistics

³aimatmelanoma.org

⁴Centers for Disease Control (CDC)

Healthy mouth, healthy you

Good dental habits keep teeth and gums strong

A healthy mouth is crucial for overall health, as poor oral health can lead to illnesses like heart disease or diabetes. Taking care of your teeth helps your body. Tooth decay can cause issues with eating, speaking, and learning.

Encourage kids to be excited about oral health for lifelong good habits. Everyone should visit the dentist every 6 months, brush twice a day, and floss once a day. Children under 8 may need help with brushing and flossing.

Regular dental visits are essential for early problem detection, even without natural teeth. Exams can detect pre-cancerous or cancerous lesions early.



More than half of Arizona's kindergarten children have a history of tooth decay.

That number reaches 64% by third grade.

Don't forget the fluoride

Fluoride strengthens teeth and prevents cavities. A PCP or dentist can apply fluoride varnish. During well visits, a PCP may recommend fluoride treatment for children as early as 6 months up to age 5. Dentists may apply fluoride at each check-up, starting at 6 months.

Find your dental home. We connect members to a specific dentist or dental office for all dental needs. If you need help finding or changing your dental home, we can help. Call Member Services at the number on page 7.



Did you know?

We have specialized care programs for people with difficult health challenges like complex medical and behavioral health conditions. Our Center of Excellence (COE) programs are top-notch, providing excellent care and high member satisfaction.

Our COE Care Programs include:

- Birth to 5
- First Episode Psychosis
- Transition Age Youth
- Adolescent Substance Use Disorder
- Autism Spectrum Disorder
- Pain Management
- Dementia and Related Disorders

To learn more, visit: uhc.com/communityplan/Arizona/plans/coe

Cultural Services

Cultural Competency and your Health Care Experience

At UnitedHealthcare Community Plan, we prioritize your well-being by ensuring our health care professionals are skilled and culturally competent. Sharing details about their race, ethnicity, languages spoken, and cultural competency training can greatly improve your care.

Why is this important?

- 1. Better Matching:** Choose providers who share your cultural background or language for improved communication.
- 2. Trust and Rapport:** Cultural competency training fosters respect and understanding, building stronger relationships.
- 3. Reduced Disparities:** Culturally competent care helps reduce health care disparities among different racial and ethnic groups.
- 4. Increased Satisfaction:** Meeting your cultural and linguistic needs leads to higher satisfaction and better health outcomes.
- 5. Safety and Quality:** Clear communication reduces misunderstandings and errors, ensuring safer care.

AHCCCS Housing and Health Opportunities (H2O) Program

Starting on October 1, 2024, the AHCCCS Housing and Health Opportunities (H2O) Program will help certain members who are homeless or might become homeless. This program offers new housing services for members that qualify for the program. Solari oversees the H2O program and monitors services delivered by H2O Providers.

UnitedHealthcare Community Plan works with behavioral health providers and Solari, the AHCCCS H2O Administrator, to make sure eligible members get H2O services. For more information about eligibility call your behavioral health provider or LTC case manager. You can also call Member Services at **1-800-293-3740**, TTY **711**, to ask for a referral to the Housing Coordinator.

To learn more about the H2O program please visit:

- AHCCCS Housing and Health Opportunities (H2O) Demonstration (<https://www.azahcccs.gov/Resources/Federal/HousingWaiverRequest.html>)
- H2O – Solari Community Support Network (solari-inc.org)



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 **1-800-293-3740**, TTY **711**

Find a provider, 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.

Case Management:

1-800-293-3740, TTY **711**

Case managers will help you with any behavioral health, medical or social service needs. You will receive phone calls and home visits. They can provide referrals to community resources. They will also help you develop a person-centered service plan focused on your preferences and strengths.

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): 1-800-293-3740, 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.

HOPE Inc. Warm Line:

Whether you simply need someone to talk to or seeking guidance on how to overcome feelings of isolation, this resource is here for you. You can speak with a friendly and compassionate Support Specialist by calling the Warm Line directly at **1-844-733-9912** or **1-520-770-9909**.

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/HTCommConnector

Where to turn for help with food, housing and utilities. UnitedHealthcare Community Resources includes programs across the country that provide help with food, housing, paying for utilities and more at reduced or no cost to you. Search to find help in your area.

Arizona Community Resource Guide:

uhc.com/communityplan/assets/plandocuments/linkshealthinformation/AZ-Community-Resource-Guide-LTC.pdf

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.

Notice of nondiscrimination, and Notice of availability of language assistance services and alternate formats

Our Company complies with applicable civil rights laws and does 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, please call Member Services at **1-800-293-3740**, 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

If you need help filing a complaint, please call Member Services at **1-800-293-3740**, 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/legal>**.

1-800-293-3740, 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 baáh alínígóó, bee ná aa'át'é. Hodahgo t'áá jíik'eh béesh bee hane'í biká'ígíí bee hodílnih.

Apache: ATTENTION: Nṇēēk'ehgo yádaṭi'yúgo, nohwich'í' odahiṇii doleeṭ. Ád'í doo nahi'nīṭ da doleeṭ. Call ádaqoṭe' ádaṭjyúgo, toll-free numberhí hadaqee 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 مجانًا. 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.

[illegible]

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 โปรดโทรติดต่อหมายเลขโทรฟรีด้านบน