



HealthTalk

Your journey to better health



When you are sick or hurt, do you know where to seek treatment?

See page 3 to learn the best place to get the care you need.



Wellness visit

Healthy start

See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider (PCP).

All members of your family should see their PCP once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need.



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.

Want a printed copy? Call Member Services toll-free at **1-800-941-4647**, TTY **711** to ask for the member handbook to be mailed to you.



Are you feeling down this winter?

Simple ways to help with seasonal depression

Sometimes, people feel sad or tired when the seasons change, especially in winter. This is called seasonal depression or “the winter blues.” You might feel down, want to sleep a lot, or even gain weight. If you notice these feelings, try these easy tips:

- **Move your body:** Exercise can help you feel happier. You could try walking, dancing, swimming, or yoga – anything that gets you moving.
- **Go outside:** Fresh air and sunlight can help you feel better. Go for a walk, play outside, or just sit and enjoy the outdoors.
- **Get good sleep:** Try to go to bed and wake up at the same time every day. Getting enough sleep can help your mood.
- **Check your vitamins:** Sometimes feeling sad can be linked to not having enough vitamin D. Check with your doctor about taking vitamins.

If you still feel depressed, talk to a medical provider or someone you trust.



If you are experiencing a mental health emergency, **call or text** the **988 Suicide & Crisis Lifeline** for support from a trained crisis counselor, 24/7.



Know where to go for care

A guide to your options

When you feel unwell, it can be confusing to know where to go for care. If possible, you should start with your primary care provider (PCP). It is also important to know your other options if your PCP is not available.

Use this guide to help find the right care as quickly as possible.

Situation	Care option
Have a non-emergency health issue or need preventive care?	Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	Convenience care clinic Go to a convenience care clinic, available in larger retail stores, drugstores and grocery stores. Or try a 24/7 Virtual Visit at uhdoctorchat.com .
Need non-emergency care quickly?	Urgent care Try urgent care. There's no need to make an appointment, and the wait is generally much shorter than the emergency room.
Have a mental health emergency?	Mental health crisis center , or call 988 .
Have a medical emergency?	Emergency room , or call 911 .



Need a new provider?

We can help you find one. Chat with an advocate through myuhc.com/communityplan or the **UnitedHealthcare mobile app**.





Know your body

What is the thyroid, and what does it do?

The thyroid is a small gland in the front of your neck. It makes hormones that help your body use energy, grow, and stay healthy. These hormones help with things like:

- Heartbeat
- Digestion
- Brain and bone growth
- Muscle movement
- Body temperature
- Periods (for girls)

Testing and treatment

Talk to your doctor if you have a concern. They can check your thyroid with a blood test. If something's wrong, they might do more tests or give you medicine to help your thyroid work better.

Thyroid problems

Sometimes the thyroid doesn't work right. Here are some common problems:

- **Hypothyroidism** – thyroid is too slow and doesn't make enough hormones
- **Hyperthyroidism** – thyroid is too fast and makes too many hormones
- **Goiter** – thyroid gets bigger than normal
- **Thyroid cancer** – harmful cells grow in the thyroid



Social determinants of health

Good health involves more than just medical exams and treatments. Everyday essentials like access to healthy food, safe housing, transportation and financial security are crucial. If any are missing, it can have a major impact on your health, well-being and quality of life.

UnitedHealthcare Community Resources can help connect you to programs and resources that offer support at low or no cost, including:

- Home efficiency upgrades
- Transportation assistance for school or work
- Warm blankets and winter clothing



Visit uhc.care/HTCommResources to find help in your area. Or find us in the **UnitedHealthcare app**.



Plan information

Complete your Health Risk Assessment (HRA)

Thank you for being a member of UnitedHealthcare Community Plan. To help us match you with the benefits and services available to you, it is important to complete a short survey when we notify you. It asks simple questions about your health. Your answers will be kept private and won't affect your benefits.



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 **1-800-941-4647**, TTY **711**

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

UHC Doctor Chat: Connect to a doctor in seconds with the UHC Doctor Chat app. Doctors are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at UHCDoctorChat.com.

New Jersey Quitline:

1-866-657-8677, TTY **711** | njquitline.org

This is a free counseling service for smokers who are ready to stop.

Transportation: **1-866-527-9933**,

TTY **1-866-288-3133**

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 35 miles of your home.

Care Management:

1-800-941-4647, 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.

Suicide & Crisis Lifeline: **988**

Call or text if you need crisis support or are worried about someone else.

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.

Healthy First Steps®

1-800-599-5985, TTY **711** (toll-free)

uhchealthyfirststeps.com

Get support throughout your pregnancy.

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.

Expressable: expressable.com/united

Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home – with weekly practice activities, education, and support to reach your goals faster.

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 the toll-free number on your member identification card (TTY **711**).

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 the toll-free number on your member identification card (TTY **711**).

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 1-800-941-4647, 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 Miembros al 1-800-941-4647, TTY 711.

注意：如果您說**中文 (Chinese)**，則可獲得免費的語言協助服務及其他形式的免費通訊服務（例如：大字體印刷）。請致電 1-800-941-4647（聽障專線 (TTY) 711）與會員服務部聯絡。

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 1-800-941-4647, TTY 711번으로 전화하십시오.

ATENÇÃO: Se falar **português (Portuguese)**, estão disponíveis para si serviços de assistência linguística gratuitos e comunicações gratuitas noutros formatos, tais como em letras grandes. Ligue para o Serviço de Apoio a Associados através do número 1 800 941-4647, TTY: 711.

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**) ، فنتوافر لك خدمات المساعدة اللغوية المجانية والرسائل المجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. اتصل بخدمات الأعضاء على الرقم 1-800-941-4647، الهاتف النصي 711.

ATANSYON: Si w pale **Kreyòl Ayisyen (Haitian Creole)**, gen sèvis èd aladispozisyon w gratis pou lang ou pale a, ansanm ak kominikasyon gratis nan lòt fòm, tèlke gwo karaktè. Rele Sèvis pou Manm yo nan 1-800-941-4647, 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 Member Services pod numer 1-800-493-4647, TTY 711.

ATENSYON: Kung nagsasalita ka ng **Tagalog**, may makukuha kang mga serbisyong libreng tulong sa wika at mga libreng komunikasyon sa mga ibang anyo, tulad ng malaking print. Tawagan ang Mga Serbisyo sa Miyembro sa 1-800-941-4647, TTY 711.

ВНИМАНИЕ! Если Вы говорите **русский (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика и информационными материалами в альтернативных форматах, например, крупным шрифтом. Обращайтесь в отдел обслуживания участников по телефону 1-800-941-4647, TTY 711.

ध्यान दें: यदि आप **हिन्दी (Hindi)** बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएँ और बड़े अक्षरों वाले प्रिंट अन्य प्रारूपों में निःशुल्क संचार उपलब्ध हैं। सदस्य सेवाओं को 1-800-941-4647, TTY 711 पर कॉल करें।

ATTENZIONE: se parla **italiano (Italian)** sono disponibili servizi gratuiti di assistenza linguistica e comunicazioni gratuite in altri formati, come la stampa a caratteri grandi. Chiami il servizio soci al numero 1-800-941-4647, TTY 711.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các định dạng thông tin miễn phí khác như bản in khổ lớn. Gọi cho Dịch Vụ Hội Viên theo số 1-800-941-4647, TTY 711.

মনোযোগ দিন: আপনি যদি **বাংলা (Bengali)** ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা এবং বড় প্রিন্টের মতো অন্যান্য ফরম্যাটে বিনামূল্যে যোগাযোগ আপনার জন্য উপলভ্য আছে। সদস্য পরিষেবায় 1-800-941-4647, TTY 711 নম্বরে কল করুন।

ધ્યાન આપો: જો તમે **ગુજરાતી (Gujarati)** બોલો છો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ અને મોટા અક્ષરો જેવા અન્ય ફોર્મેટમાં નિઃશુલ્ક સંદેશાવ્યવહાર તમારા માટે ઉપલબ્ધ છે. સભ્ય સેવાઓને 1-800-941-4647, TTY 711 પર કોલ કરો.