



Health Talk



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Winter 2022

United
Healthcare[®]
Community Plan



Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

Exercise ideas

Stay active this winter

We all know exercise is important, but not everyone has the time or money to go to the gym. For a good workout at home, try these simple exercises:

- Classic exercises, such as sit-ups, push-ups, lunges, squats and climbers
- Wheelchair exercises, such as arm circles, arm raises, side twists and toe taps
- Low-impact weightlifting
- Yoga or chair yoga



Try an easy at-home workout.
Learn some simple yoga moves at healthtalkyoga.myuhc.com.

UnitedHealthcare Community Plan of Kansas
6860 West 115th Street
Overland Park, KS 66211

AMC-064-KS-ABD

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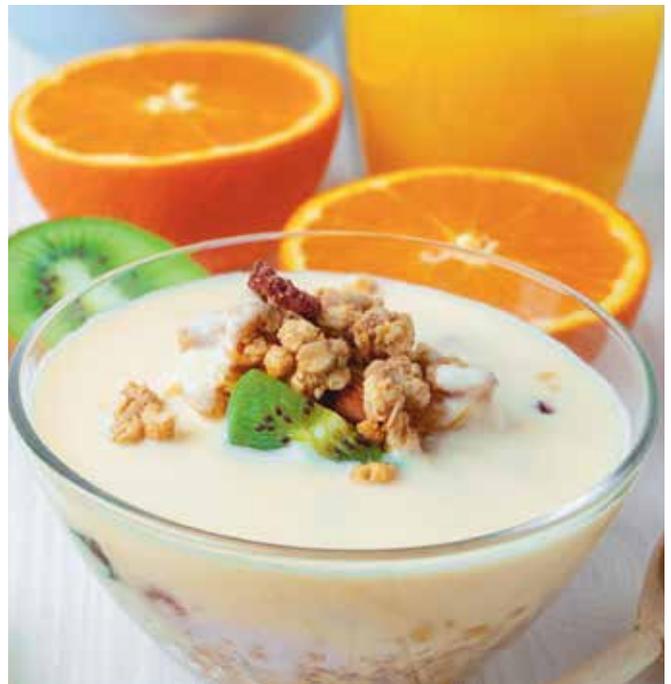
Smile

The foods you eat can be good for your teeth

Taking care of your teeth is important. Certain vitamins and minerals — like calcium, vitamin C and vitamin A — are good for your teeth. Here are some foods to incorporate into your diet to help keep your teeth strong and healthy:

- Beans
- Canned tuna
- Cheese
- Cherries
- Dark leafy greens
- Grapefruit
- Lemon
- Nuts
- Oranges
- Salmon
- Seeds
- Yogurt

In addition to eating healthy, it's important to get preventive dental care. Regular checkups with a dentist will help keep your teeth and gums healthy, which can help you look and feel better.



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Learn more. To learn more about the dental benefits your health plan offers, call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.



Healthy mind,
healthy body

Managing pain

Dealing with pain is something everyone goes through. You may be prescribed medication to help manage your pain. This may include over-the-counter drugs, such as aspirin or ibuprofen. Or they may be prescription painkillers, such as opioids. However, you may want to consider other options beyond medication. Here are some examples of other ways you can manage pain:

Mind-body techniques

These may include activities like meditation, mindfulness or breathing exercises. Pain often has a mental aspect, which these techniques can help with. Studies have shown that meditation can change how your brain processes pain.

Exercise

Exercise has a number of health benefits, including pain management. Walking, swimming or stretching can be good options for people in pain. Being inactive can contribute to pain, and exercise works against that. You can even combine exercise with mindfulness through activities like yoga or chair yoga.

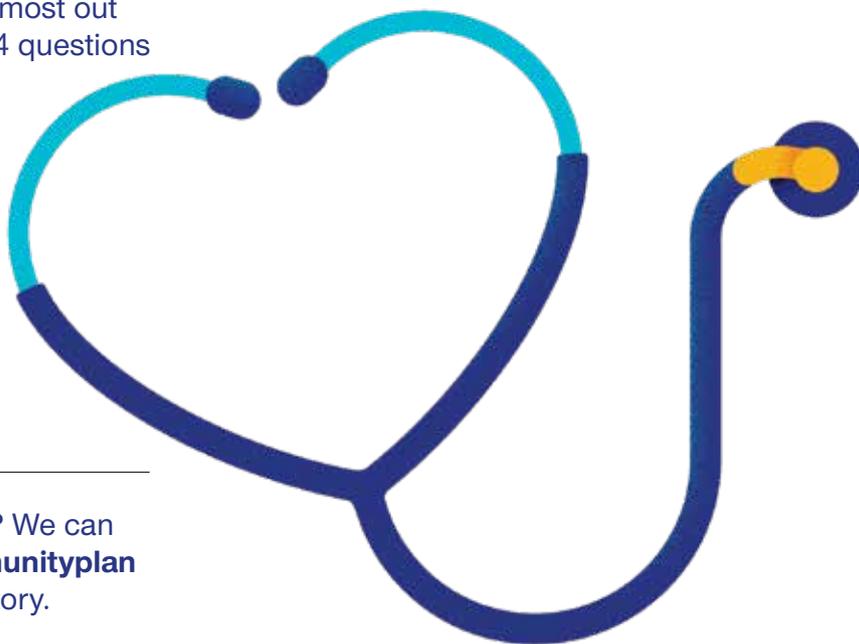
Checking in

4 questions to ask at your annual wellness visit

Is it time to schedule your annual wellness visit? Checking in with your provider and getting recommended preventive care may help paint a more accurate picture of your overall health. There's no cost to you for preventive care when you see an in-network provider.

Asking questions can help you get the most out of your annual wellness visit. Here are 4 questions you may want to ask your provider:

1. Which vaccines, screenings or medical tests do I need?
2. Does my family history raise my risk for any health problems?
3. What are some steps you think I should take to stay healthy?
4. How should I contact you if I have any questions after this visit?



Need to find a new provider? We can help. Visit myuhc.com/communityplan and search the provider directory.

Quitting time

By quitting smoking, you can feel better and improve your overall health. You can also save money for things that matter.

Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a provider
- Talking to a counselor
- Following an action plan
- Using nicotine replacement products

Visit myuhc.com/communityplan for information on your smoking cessation benefits. You can also get support from the Kansas Tobacco Quitline at ksquit.org or **1-800-QUIT-NOW (1-800-784-8669)**.





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Don't forget about the flu

Things you can do to stay healthy

This flu season, both COVID-19 and the flu are spreading. Because of this, it's more important than ever to get your annual flu shot. Flu shots are recommended for everyone 6 months and older. If you just received the COVID-19 vaccine, you should still get a flu shot. There is no need to wait.

In addition to getting your flu and COVID-19 vaccines, you can take actions to protect yourself from getting sick. Here are a few ways you can do that:

- Stay home if you're feeling sick
- Wash your hands throughout the day
- Avoid close contact with others and maintain social distancing in public spaces
- Follow local and state guidelines for wearing a mask

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-877-542-9238, TTY 711

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-855-575-0136, TTY 711

Kansas Tobacco Quitline: Get help quitting smoking at no cost to you (toll-free).

**1-800-QUIT-NOW
(1-800-784-8669)
ksquit.org**

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com



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It's your best shot. For more information about the flu vaccine and how you can get one, visit **fluandyou.myuhc.com**. You can find information about the COVID-19 vaccine at **uhccommunityplan.com/covid-19/vaccine**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

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

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, TTY 711**.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: **한국어 (Korean)**를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238** الهاتف النصي **711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) **(Burmese)** စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ဖွံ့ဖြိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 **(Japanese)** を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی **(Persian)** صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.