



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

United
Healthcare
Community Plan



What's inside

It's time for your child's annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.

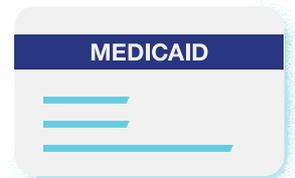


Medicaid renewal

Take action

What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when to renew. They may call it recertification or redetermination.



Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your health plan.



We're here to help. Learn more at uhc.com/staycovered.

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

AMC-110-KS-CHIP

CSKS23MD0093202_003



Bullying

Know the signs

How to spot and stop cyberbullying

Cyberbullying is when someone bullies you over a phone, computer or tablet. It can be through text messages, social media or other online sites. It is just as bad as face-to-face bullying.

Here are some warning signs that your child might be cyberbullied:

- Strong emotional reactions, like anger or laughter, when using a device
- Using a device more or less often
- Hiding a device when a parent is around
- Deleting social media accounts or making new ones
- Not enjoying activities they used to like doing

If you see these signs, talk to your child. Take screenshots of any bad posts, so you have proof of what happened. You can report cyberbullying on most social media platforms. Most importantly, support your child. Peers, mentors or other trusted adults can provide support. Mental health professionals can also help.



Support when you need it. We can help you find a mental health provider who is a good fit for your child. Visit myuhc.com/communityplan.

Baby safety

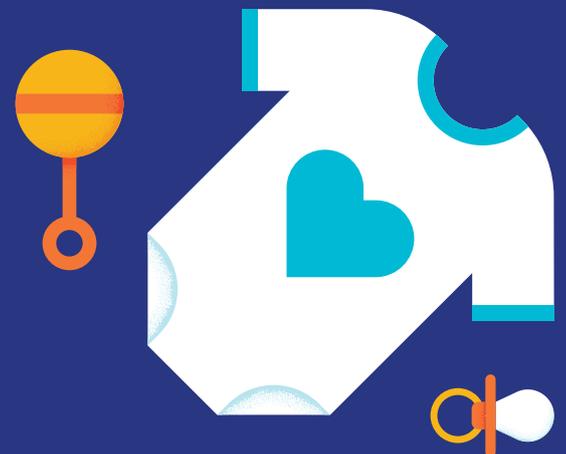
Rest easy

Tips for preventing SIDS

Sudden infant death syndrome (SIDS) is the sudden, unexpected death of a seemingly healthy baby. SIDS usually happens when a baby is asleep. The risk for SIDS is highest during the first 6 months of a baby's life.

The exact cause of SIDS is unknown. But there are things you can do to help prevent it:

- **Lay your baby on their back to sleep.** Do not put them on their stomach or side. Ask anyone putting your baby to bed for a nap or at night to do this.
- **Use a firm, flat sleep surface.** Do not use one at an angle or incline. A crib with a safety-approved mattress covered by a fitted sheet is a good option.
- **Keep the crib bare.** Do not place blankets, pillows or toys in the crib.
- **Use a sleep sack if your baby is cold.** Or put them in warmer clothes. Do not use blankets. Do not cover your baby's head.
- **Have baby sleep in your room for the first 6 months.** But keep your baby in their own bed. Adult beds are not safe for infants.



Disease management

Understanding your child's health

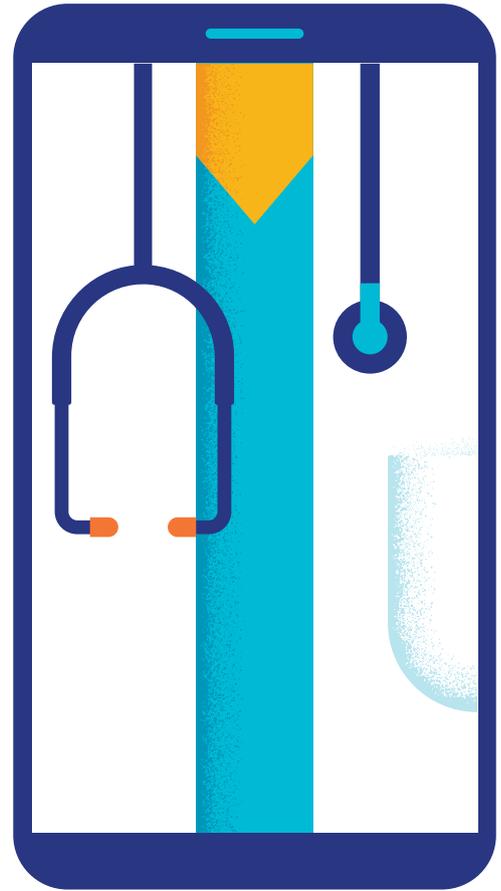
Online resources to learn more about their health conditions

Parents who have a child who has been diagnosed with a disease often have questions. You may wonder:

- What is this disease?
- What are the treatments?
- How does this condition affect my child's overall health?
- Is my child at risk of getting any other diseases?

We have a disease management program to help you learn more and better manage your child's health. Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Depression
- Diabetes
- Hepatitis C
- Obesity
- Sickle cell



Flu shot

Fight the flu

It's time for your child's annual shot

It is important for your child to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects your child from getting sick with the flu.
2. If they do get the flu, it will help make the symptoms less severe.
3. It also protects the rest of your family from getting the flu.
When everyone gets the flu shot, it makes it harder for the flu to spread.



Get the flu shot today. There is no cost to you for your child's flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.



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Member resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: 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 (toll-free).

1-877-542-9238, TTY 711

myuhc.com: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.
myuhc.com/communityplan

UnitedHealthcare app: Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-855-575-0136, TTY 711

Transportation: Call Member Services to set up a ride and get connected with our transportation team (toll-free).

1-877-542-9238, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-877-542-9238, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus, get an Android smartphone at no cost to you.

assurancewireless.com/partner/buhc

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose "upgrade through insurance." Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

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

1-800-784-8669, TTY 711

KSquit.org

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

liveandworkwell.com

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

myuhc.com/communityplan/preference



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 ပံ့ပိုးထောက်ပံ့မှု 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 **(Farsi)** صحبت می کنید، خدمات ترجمه 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**.