



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

United
Healthcare
Community Plan

What's inside

Do you have questions about your health conditions? Learn more about our disease management program on Page 3.



Healthy eating

How to use SNAP

The Supplemental Nutrition Assistance Program (SNAP) can help you with your food budget. It covers many foods, including:

- Fruits and vegetables
- Meat, poultry and fish
- Dairy products
- Breads and cereals



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Shopping tip: When you're at the store, buy frozen fruits and vegetables. They are a bargain compared to fresh. And they're just as healthy!



Learn more. To find out if you can get SNAP benefits, visit otda.ny.gov/programs/snap.



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Sexual health

Stay safe

Tips to prevent sexually transmitted infections

Sexually transmitted infections (STIs) are passed from one person to another through sexual contact. Common symptoms affect the genital areas and include pain, itching, sores and unusual discharge.

You can prevent getting and spreading STIs. If you are sexually active, follow these tips for safe sex:

- Use a latex condom for oral, vaginal and anal sex. Every time.
- Ask a new partner if they have had an STI. Offer to get tested. Ask your partner if they will get tested, too.
- Don't have sex if your partner has sores, warts, bumps, redness, discharge or other signs of an STI.
- If you think you have been exposed to an STI, see your primary care provider right away for a checkup. If you are diagnosed with an STI, tell people you have had sex with that they should see a provider, too.

Teen health

Time for a change?

Making the switch from the pediatrician

Teens have unique health care needs as they get older. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a women's health provider such as an OB/GYN.

As they make this change, encourage your teen to take charge of their health care. For example, they can schedule their own appointments. Or they can refill their prescriptions. This teaches them how to take care of themselves. It also builds self-confidence.



Find a new provider. We can help your teen choose the right provider. Visit myuhc.com/communityplan.

Or call Member Services toll-free at the phone number on Page 4.



Disease management

Learn more about you

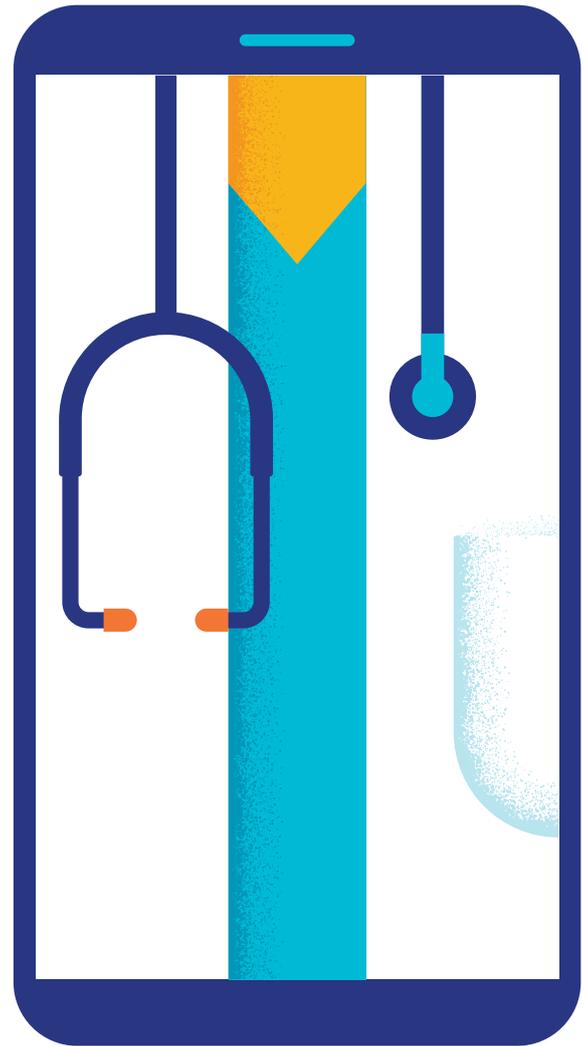
Online resources to understand your health conditions

People who have 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 overall health?
- What might happen if I don't make lifestyle changes?

We have a disease management program to help you learn more and manage your health better. 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



Mental health

Feel better

It's OK to ask for help

Life can be hard. It's normal to feel sad, stressed or anxious sometimes.

But using alcohol or drugs to help you feel better is not a good idea. They are bad for your health and

could make you feel worse in the long run.

If you or someone you care about is struggling with mental health or substance use, help is available. Talk to your primary care provider. They can help you come up with a plan for treatment. They can also refer you to a behavioral health provider.



Here to help. Visit liveandworkwell.com to find mental health and substance use resources.



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Smoking cessation Plan to quit

No matter how long you've smoked, there are tons of benefits to quitting. Some of them include:

- Saving money
- Improving your overall health
- Making health conditions like asthma, COPD and diabetes easier to manage



Kick the habit. Make a plan to quit smoking today. Visit nysmokefree.com. Or call **1-866-NY-QUITS (1-866-697-8487)** to find resources and support.

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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).

Medicaid/CHP:
1-800-493-4647, TTY 711

Wellness4Me:
1-866-433-3413, TTY 711

Essential Plan:
1-866-265-1893, 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**

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**

New York State Smokers' Quitline: Get help quitting smoking at no cost to you (toll-free).
**1-866-NY-QUITS
(1-866-697-8487)
nysmokefree.com**

Go digital: Sign up for email, text messages and digital files to get your health information more quickly.
**myuhc.com/communityplan/
preference**

National Suicide Prevention Lifeline: Help is available through phone or online chat 24 hours a day, 7 days a week.
**988
988lifeline.org/chat**



NOTICE OF NON-DISCRIMINATION

UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

Email: **UHC_Civil_Rights@uhc.com**

Phone: **1-800-493-4647, TTY 711**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

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

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

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 Member Services at **1-800-493-4647, TTY 711, 8 a.m. – 6 p.m., Monday – Friday.**

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services, free of charge, are available to you. English
Call 1-800-493-4647 TTY 711

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-493-4647 TTY 711.	English
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-493-4647 TTY 711.	Spanish/Español
注意：您可以免費獲得語言援助服務。請致電 1-800-493-4647 TTY 711。	Chinese/中文
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-493-4647 رقم هاتف الصم والبكم TTY 711	Arabic/اللغة العربية
주의: 무료 언어 지원 서비스를 이용하실 수 있습니다. 1-800-493-4647 TTY 711로 전화하시기 바랍니다.	Korean/한국어
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-493-4647 (телетайп: TTY 711).	Russian/Русский
ATTENZIONE: Nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il 1-800-493-4647 TTY 711.	Italian/Italiano
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-493-4647 TTY 711.	French/Français
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-493-4647 TTY 711.	French Creole/ Kreyòl ki soti nan Fransè
אכטונג: אויב איר רעדט אידיש, זענען פאראן פאר איך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-493-4647 TTY 711	Yiddish/אידיש
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-493-4647.	Polish/Polski
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyong pantulong sa wika nang walang bayad. Tumawag sa 1-800-493-4647 TTY 711	Tagalog
দৃষ্টি আকর্ষণ: যদি আপনার ভাষা “Bengali বাংলা” হয় তাহলে আপনি বিনামূল্যে ভাষা সহায়তা পাবেন। 1-800-493-4647 TTY 711 নম্বরে ফোন করুন।	Bengali/বাংলা
KUJDES: Ju vendosen në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-493-4647	Albanian/Shqip
Προσοχή: Στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε «1-800-493-4647» TTY 711.	Greek/ Ελληνικά
توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 1-800-493-4647 TTY 711	Urdu/اردو