



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

United
Healthcare
Community Plan

What's inside

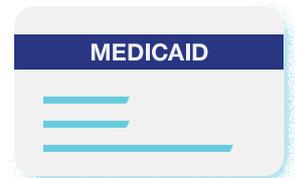
Turn to Page 2 for some ideas on how to get moving. Plus learn about the fitness benefits available through your health plan.



Take action

What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. The Pennsylvania Department of Human Services (DHS) will tell you when to renew. They may call it recertification.



Make sure DHS has your current address, email and phone number so they can reach you when it is time to renew. You can easily complete your renewal online at dhs.pa.gov/compass. You must renew your coverage on time, or you could lose your health coverage.

The right dose

Medications for ADHD

If your child takes medicine for attention deficit hyperactivity disorder (ADHD), it is important to make and keep appointments with their doctor. What works for one child may not work for another. The doctor needs to make sure your child is getting the right medicine and the right dose. Follow up-visits should occur within 30 days after the first ADHD visit when medication was prescribed and then at least 2 more times in the next 9 months.



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Know your risk

Breast cancer and cervical cancer are 2 of the most common types of cancer in women. You may be at an increased risk for getting them if you have a mother, sister or daughter who has had breast or cervical cancer. There are other risk factors, too. Ask your doctor about them.

It's important for all women to get screened for these cancers. Mammograms, which are an X-ray of the breast, should be done every 1 to 2 years for women age 50 or older to screen for breast cancer. To screen for cervical cancer, women between the ages of 21 and 29 should get a Pap smear every 3 years. Then they should get Pap and HPV tests every 5 years between the ages of 30 and 65.



Get moving

Visit uhccp.com/onepasspa to learn more about the fitness benefits available through your health plan.

3 ways to exercise

Exercise is an important part of a healthy lifestyle. It reduces your risk of getting diseases like diabetes, obesity and heart disease. Exercise also helps you feel better mentally.

Fitting exercise into a busy day can be hard. Here are 3 ideas to help you be more active:

- 1. Your daily activity counts as exercise.** Walking to work is a great way to get exercise. The fresh air is good for your mind, too.
- 2. Take a break from work and move when you can.** Stretch or walk around for a few minutes each hour.
- 3. Hit the gym for a quick workout.** One Pass is a gym and online fitness membership offered to members ages 18 and older for no extra cost. You can get access to a network of gyms and fitness locations. There are also live, online fitness classes and on-demand workouts.

Before you begin any exercise program, talk to your provider.

Get tested

Chlamydia screening guidelines

Chlamydia is the most common bacterial sexually transmitted infection (STI) in the United States. Women between the ages of 16 and 24 who are sexually active should get tested for it every year. This is important because most women who have chlamydia don't have symptoms. If you have it, it needs to be treated to prevent health complications.



Fight the flu

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. There is no cost to you to get a flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.



Help for daily life

Social determinants of health (SDOH) are the conditions in a person's environment including where they live, learn, work, play, worship and age.



We want to help if you don't have enough food, a safe place to live or need help finding resources in your community. Call Member Services at **1-800-414-9025**, TTY/PA Relay **711**, if you need help. Or learn more at healthypeople.gov.

Family planning

Birth control is a covered benefit

Using effective birth control methods can greatly lower the chances of having an unexpected pregnancy. There are several options. They include pills, shots, diaphragms, condoms and more. If you don't want to take pills and do not want to rely on less effective options, then a long-acting reversible contraceptive (LARC) may be right for you.

LARC methods are very effective. They include:

Intrauterine contraceptives (IUCs)

- A small, T-shaped device is put into your uterus to prevent pregnancy
- Lasts up to 7 years and is 99.9% effective in preventing pregnancy
- Example: Mirena

Implants

- A thin, matchstick-sized plastic rod is inserted under the skin of your upper arm
- Lasts up to 5 years and is 99% effective in preventing pregnancy
- Example: Nexplanon

Your UnitedHealthcare coverage pays 100% for LARC devices.



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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).

1-800-414-9025, TTY/PA Relay 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).

1-844-222-7341, TTY/PA Relay 711

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

1-800-QUIT-NOW (1-800-784-8669),

TTY/PA Relay 711

pa.quitlogix.org

Medical Assistance Transportation Program

(MATP): MATP provides nonemergency transportation to medical and pharmacy visits. MATP in your county will determine your need for the program. Call Member Services to arrange a ride (toll-free).

1-800-414-9025, TTY/PA Relay 711

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY/PA Relay 711

uhchealthyfirststeps.com



istock.com/Drazen Zigic

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).

1-800-414-9025, TTY/PA Relay 711

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

myuhc.com/communityplan/preference

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.

1-877-844-8844, TTY/PA Relay 711

UHC Doctor Chat: Video chat with a doctor for free with this app. Doctors are available 24 hours a day, 7 days a week.

uhcdoctorchat.com

One Pass Gym and Digital Fitness

Membership: Get access to a network of gyms and fitness locations and live, digital fitness classes and on-demand workouts. Available at no extra cost to eligible members. Bring a caregiver to the gym with you at no extra cost. Must be aged 18 or older.

uhccp.com/onepasspa

Suicide & Crisis Lifeline: For help, call **988**.

Doula care: Doula care provides nonclinical emotional, physical and informational support to pregnant individuals and new parents. Studies show that help from nonclinical providers, such as doulas, within Medicaid populations is associated with lower cesarean rates, fewer obstetric interventions, fewer complications and higher rates of breastfeeding.

1-800-443-1798, TTY/PA Relay 711



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: **717-787-1127**, TTY/PA Relay **711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711**।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ : ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711**។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယုၣ် သဠည ဝုမန္တစကား ဝေပုဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ် အခမဲ့ ဝေဆာငံြကဝေးပါမည့်။ ဖုန်းနံပါတ် **1-800-414-9025၊ TTY RELAY: 711** သို့ ဝေငှဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711.**

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**