



Health Talk

Your journey to better health



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Summer 2023

¡Voltee para español!

United
Healthcare
Community Plan



Renew

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



Healthy eating

What's in season?

How to find cheaper fruits and vegetables

Summer is when fresh fruits and vegetables are at their best. Here are some places you can shop to save money on them:

- **Farmer's markets.** Many have low prices and accept benefits like SNAP or WIC cards. Also try buying from roadside stands.
- **Online services like Misfits Market and Imperfect Foods.** They deliver fresh produce at lower prices.
- **Community supported agriculture (CSA).** Joining a CSA can get you a big box of fresh vegetables at a set price every week.



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

AMC-108-KS-CHIP

CSKS23MD0093202_002

Keep your coverage

Be sure to renew your Medicaid eligibility

Due to COVID-19, KanCare renewals were paused, but they are back. Prepare for renewals when it's your turn.

KanCare will let you know when to renew. Make sure your address is updated so you can receive your renewal form or request more information.

You can update your address by calling the KanCare Clearinghouse at **1-800-792-4884** or Member Services at **1-877-542-9238**. You can also update your address online, using the KIERA chatbot, at kancare.ks.gov.

If you receive a notice, complete, sign it, and send it back as soon as possible. If you find you're no longer eligible for Medicaid, you may be able to stay covered. You may be able to get a new health plan through the ACA marketplace or your job. Find more information at uhc.com/staycovered.



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Routine vaccinations

Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It's important for their health, and their school may require it.

One of the things the doctor will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their

baby immunizations, there are more needed for school-age kids, such as:

- **COVID-19 and Flu:** Recommended each year
- **Tdap:** Age 11–12
- **HPV:** Age 11–12
- **Meningococcal:** Age 11–12 and age 16



See your provider. Does your child have an appointment for their back-to-school checkup? If not, call today to make one.



Men's health

Preventive care to keep you healthy

Men face some unique health problems that don't affect women. But many of the top causes of death in men are preventable. You can work with your doctor to control some risk factors. You can also lower your risk with lifestyle. See your doctor every year for a checkup. Ask what screenings and vaccines you are due for.

	Preventive Care	Lifestyle
Heart disease	Get your blood pressure and cholesterol checked. If high, work with your doctor to lower them.	Exercise. Don't smoke. Eat a balanced diet.
Diabetes	Have lab tests for glucose and A1C. If high, work with your doctor to lower them.	Keep a healthy weight. Limit sugar.
Cancer	Get screened for prostate, skin and colorectal cancer. Ask if lung cancer screening is right for you.	Don't smoke. Limit alcohol. Eat high-fiber foods.
Infectious diseases	Get immunized. Get checked for hepatitis and HIV.	Practice safe sex.



Quit vaping

Put down that vape

E-cigarettes are as unhealthy as regular cigarettes

A 2022 study¹ found that more than 2.5 million teenagers use e-cigarettes, or vapes. This is about 14% of high schoolers and 3% of middle schoolers. Of those, 1 in 4 vape every day, and 85% use flavored products.

People often think e-cigarettes are safer than regular cigarettes. This is not true. Both contain nicotine, which is addictive. One Juul pod has as much nicotine as a whole pack of cigarettes.

E-cigarettes also have toxic chemicals that can damage your child's lungs and brain. Some vaping devices look like USB drives or pens, making it easier for your child to hide them.

Vaping is dangerous for adults, too. While it has some of the same long-term risks as cigarettes, it can also cause sudden lung damage in people of any age. This can be permanent or deadly.

¹ Centers for Disease Control and Prevention (CDC), 2022.



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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

Our member portal: MyUHC 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

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

1-800-784-8669, TTY 711

ksquit.org

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: If you have questions about Care Management, contact Member Services (toll-free).

1-877-542-9238, TTY 711

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

liveandworkwell.com

Babyscripts: Pregnant members who enroll in Babyscripts receive access to free educational content, resources and rewards for going to prenatal and postpartum visits.

babyscripts.com

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

Go digital: Sign up for email, text messages and digital files to receive 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**.