



Health Talk

Your journey to better health

Photography by ZhangXun/stock.adobe.com



Winter 2023

United
Healthcare
Community Plan



Health + Wellness

What is WIC?

Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit fns.usda.gov/wic to learn more and see if you or your children are eligible.



What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get their medication.



Dinner time. Make a soup with pantry staples. Visit uhc.care/wintersoup for easy ideas.

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

UNHC-068-KS-CHIP
CSKS23MD0093202_000

Everyday Life

Over-the-counter benefits

Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications for your child? These are items you can buy without a prescription. They include:

- Sinus and allergy medicine
- Pain relievers such as Tylenol, Advil or aspirin
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



istock.com/ozgurcankeya



Save today. Call Member Services toll-free at the phone number on Page 4 to learn how to use your OTC medication benefits.

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. Our Member Services team can help you get what you need for your child.

A member was having trouble getting medication. So, they called Member Services for help.

Member Services then worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member got the medicine.

The member was very thankful for the help. They now know they can contact the case manager for any future needs. This kind of help from Member Services is available to all members.



Support when you need it. Call Member Services toll-free at the phone number on Page 4. We're here to help.





Did you know?

Your benefits may include transportation services to and from your medical visits. Call Member Services toll-free at the phone number on Page 4 to learn more.

Covered Care

Is your child due for care?

Screenings and vaccines keep your family healthy

Preventive care is important. It helps your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your child may be due for.



Lead screening

Lead poisoning can cause growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.



Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



Dental checkups

Children should see a dentist every 6 months for a cleaning and a checkup. Dentists can give your child fluoride varnish. This protects their teeth from cavities.



Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Influenza (flu) vaccine

Children 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late for your child to get one this flu season.



COVID-19 vaccine

The CDC recommends that children 6 months and older should get all primary series doses of the COVID-19 vaccine. Children 5 and older should also get a booster dose. An updated booster shot is available. It protects your child from getting really sick from more recent variants of the virus. Your child should wait to get a booster at least 2 months after their last COVID-19 vaccine. Or wait 3 months after the last time they had COVID-19.



Check it out. Checklists to help you prepare for your child's visit are available. Visit childwellnessvisit.myuhc.com.



iStock.com/monkeybusinessimages

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 website: 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

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

myuhc.com/communityplan/preference

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 receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more. If you have questions about Care Management, contact Member Services (toll-free).

1-877-542-9238, TTY 711

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

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

liveandworkwell.com



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**.