



Health Talk

Your journey to better health



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Winter 2024

¡Voltee para español!

United
Healthcare
Community Plan

What do you think?

Beginning in March, you may be asked to complete a survey by mail, email or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and send it back to us. Your opinion helps us make the health plan better. Your answers will be private.

Preventive care

Healthy start

See your provider for an annual wellness visit

Get off to a healthy start this year by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit.



This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



Need a new provider? We can help you find one. Call Member Services toll-free at the phone number on Page 4.

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UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

UnitedHealthcare® program

Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born small? If you are pregnant, it's important to see your provider early and often. This helps keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will get to listen to your baby's heartbeat. You also will have tests to catch any problems early.

When you go to these visits, you can earn rewards through our Babyscripts program. Visit babyscripts.com to learn more.

We also have a Doula Care program that is offered to all pregnant members. Call **1-800-443-1798, option 5**, TTY/PA Relay **711**, or see Page 4 for more details.



Family Visiting Program

Being a new parent can be hard. Even if it is not your first child, there can still be challenges. The Family Visiting Program is a free benefit available to pregnant women and parents and caregivers of a child up to 18 months old. Personalized visits are completed to help you and your family. This program provides support from community organizations that help build strong and healthy families. Call the Family Visiting Program at **1-800-443-1798, option 4**, TTY/PA Relay **711**, to self-refer.

Teen health

Time for a change

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

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.

Mental health

Are you SAD?

Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- Exercise
- Spend time outdoors
- Take vitamins



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



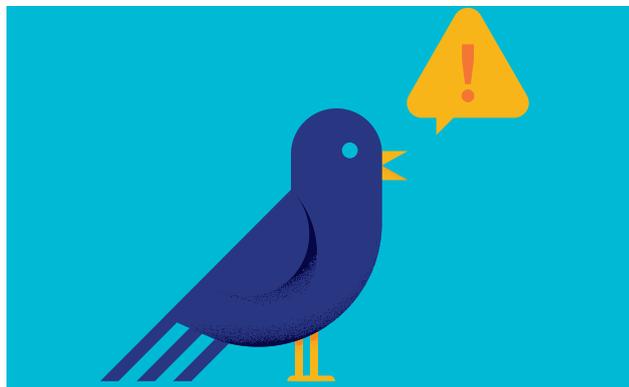
iStock.com/dmbaker

Illness or injury

Know where to go

When you are sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help you get the treatment you need faster.

- **Primary care provider (PCP):** See your PCP for most illnesses and injuries. Your PCP can be called after hours and on weekends for advice.
- **NurseLine:** The nurse can help you choose the best place for care. Call **1-844-222-7341**, TTY/PA Relay **711**, to get health advice from a nurse 24/7.
- **UHC Doctor Chat:** Video chat with a doctor for free using this app. Doctors are available 24/7.
- **Urgent care:** These centers take walk-in patients for minor illnesses and injuries. Go there to avoid a long wait time at the ER.
- **Emergency room:** Go there for major medical emergencies only.



istock.com/Chinnapong

Cancer screenings

Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75.

Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened.

Lung cancer screening

Adults who are between the ages of 55 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

Heart health

Heart smart

Know your cholesterol numbers

Keeping your cholesterol levels in check is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke. Ask your provider about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication also can help lower it if it is too high.





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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).

1-800-414-9025,
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**

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

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**

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

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

Pennsylvania Tobacco

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

1-800-QUIT-NOW (784-8669),
TTY/PA Relay **711**
pa.quitlogix.org

One Pass Gym and Digital Fitness Membership: Get access to a network of gyms and fitness locations; 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 age 18 or older.
uhccp.com/onepasspa

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, option 5,
TTY/PA Relay **711**

Suicide & Crisis Lifeline:

For help, call **988**.

We can help beyond health

care: If you have a need for food, housing or help with utility bills, call Member Services (toll-free).

1-800-414-9025,
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 ဂျမန္တစကား ဝေဂျဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ် အခမဲ့ ဝေဆာငံြကပေးပါမည့်။ 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.**