



HealthTalk

Your journey to better health



What's inside

When you are sick or hurt, do you know where to seek treatment? See page 2 to learn the best place to get the care you need.

Covered care

Healthy start

See your provider for an annual wellness visit

Start the year off right 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. Chat with an advocate through **myuhc.com/communityplan** or the UHC mobile app.

Covered care

Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

1. Primary care provider

For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing, major burns or uncontrollable bleeding.

Listen to your heart

Some heart attack symptoms are different for men and women

The leading cause of death for both men and women in the U.S. is heart disease. A heart attack is often the reason. It's important to know the signs and symptoms of a heart attack.

Symptoms for both men and women can include:

- Pain that spreads to neck
- Chest pain
- Shortness of breath
- Sweating a lot
- Pain that spreads to shoulder
- Pain that spreads to arms

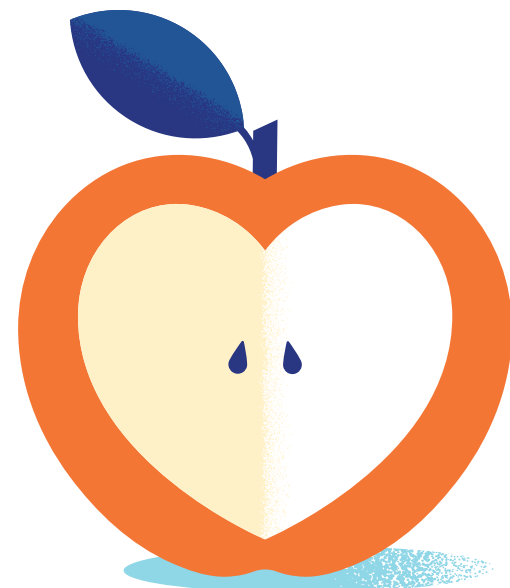
Women can also experience:

- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Pain in stomach
- Pain in back

A heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 70. For men, it is age 66.



Heart smart. A healthy lifestyle can help manage heart disease. Talk to your health care provider about changes you can make to reduce your risk of having a heart attack.



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.

1. Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

2. Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then get Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

3. Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

4. Lung cancer screening

Adults who are between the ages of 50 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).

Everyday life

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. Physical activity has been known to help people feel better and relieve stress. Taking a walk, doing yoga or swimming in an indoor pool can all get your body moving.

Spend time outdoors. Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.

Take vitamins. SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

Mental health support for you and your loved ones

Know where and when to find support

Whether you or a loved one is facing a small problem or big challenge, struggling with a mental health issue can be hard. These mental health resources can help you connect with the right support at the right time.

Behavioral health benefits

Support or treatment may be covered for mental health or substance use conditions. To find a provider call **1-877-542-9238**, TTY **711** or visit **myuhc.com/CommunityPlan**.

Pediatrician or family doctor

If you prefer to talk to your health care provider first, call them to discuss your concerns.

Therapist or psychiatrist

If you or a loved one is already seeing one, they can help you consider or decide which steps to take.

SUD Helpline

For immediate support with use or misuse of alcohol, drugs or other substances. Call **1-855-780-5955**, TTY **711**.

Kansas Family Crisis Response Helpline

If a person 20 years and younger needs immediate support for a mental health crisis. Call **1-833-441-2240**, available 24/7.

988 Suicide and Crisis Lifeline

If you're thinking about suicide, are worried about a friend or loved one, or need emotional support. Call, text or chat **988** anytime for immediate help, or visit **988lifeline.org**.

911

If facing an immediate, life-threatening emergency; be sure to inform **911** this is a mental health crisis.



We're here to help

Member Services: 1-877-542-9238, TTY 711

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).

Our website: myuhc.com/communityplan

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.

UnitedHealthcare app: Download on the App Store® or Google Play™

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 more.

NurseLine: 1-855-575-0136, TTY 711

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

KanQuit:

1-800-784-8669, TTY 711 | KSquit.org

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

Transportation:

1-877-542-9238, TTY 711

Call Member Services to set up a ride and get connected with our transportation team (toll-free).

Care Management:

1-877-542-9238, TTY 711

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Live and Work Well: liveandworkwell.com

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

Assurance Wireless:

assurancewireless.com

Get unlimited high-speed data, minutes and texts each month. Plus get an Android smartphone at no cost to you.

Self Care by AbleTo: ableto.com/begin

Ease stress and boost your mood with this Self Care app that gives you emotional health tools. Check out meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

Community Connector:

uhc.care/HTCommConnector

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, religious or political beliefs, or sex (including gender identity, expression, or orientation).

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608, Salt Lake City, UT 84130

UHC_Civil_Rights@uhc.com

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

Online:

hhs.gov/civil-rights/filing-a-complaint/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 Member Services at **1-877-542-9238**, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide 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, please call Member Services at **1-877-542-9238**, 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 (Vietnamese)**, 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**.