



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

Schedule a wellness visit for your child

Start the year off right by scheduling an annual wellness visit with your child's primary care provider.

These visits are a covered benefit under your health plan. They make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they may need
- Talk about important health and safety topics for your child's age
- Make sure your child is developing well

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

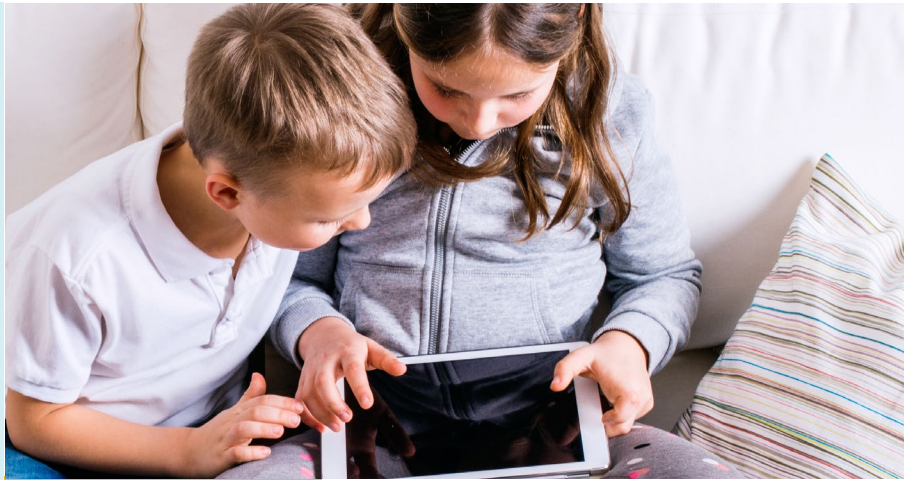
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

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.



Everyday life

Screen time and kids

How much is too much?

Kids are spending more time with screens than ever before. Screens include smartphones, computers, tablets and TVs. Screen time limits depend on your child's age and how the technology is being used. There are four main categories of screen time:

- **Passive:** mindlessly watching videos or scrolling
- **Interactive:** playing games, problem-solving
- **Communication:** video-chatting, using social media
- **Content creation:** making digital art, music or coding

The American Academy of Pediatrics makes the following recommendations:

- **Under 18 months:** Avoid screen time other than video-chatting
- **Age 18-24 months:** Find high-quality programs to watch or play together
- **Age 2-5:** Limit screen use to one hour per day of high-quality programs

Here are some ideas that can help you limit screen time:

- Establish device-free times or rooms
- Charge devices outside of the bedroom
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects

Vaccines

It's your best shot

Staying on schedule with vaccinations protects your child as well as others from getting sick. From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza
- COVID-19
- RSV

Mental health

Signs your child might need support

Kids can face a lot of stress. Their stress may come from everyday challenges like trying to make friends, dealing with bullies or getting good grades. It can also come from family changes like the birth of a sibling, a move or a divorce.

Just like adults, kids can also experience depression and anxiety. But when kids don't feel well emotionally, they may not know how to express it.

Here's how you can help support them.

- **Talk with them** – Ask your child how they're feeling and be there to listen.
- **Rethink the pressure** – Living up to a parent's expectations can be tough at any age. Ask yourself if you're putting a lot of pressure on your child to perform in school or activities. If so, relax a bit.
- **Get professional help** – If you think your child may be dealing with a mental health condition, or you need parenting support, reach out for support.



There for what matters

We're here to help connect you with care and resources. Chat with an advocate through myuhc.com/communityplan or the UHC mobile app.

Remember: If you need crisis support, call or text 988.

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.

Healthy First Steps®:**1-800-599-5985, TTY 711****uhchealthyfirststeps.com**

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

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**.