



# 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](https://myuhc.com/communityplan) or the UHC mobile app.

## 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

# 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).

### 5. Breast cancer screening

Women who are between the ages of 40-74 years old should be screened with a mammogram. Talk to your provider about how often this should be done.

## 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.

# We're here to help

**Member Services: 1-866-292-0359, 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](https://myuhc.com/communityplan)**

Our website keeps all your health information in one place.

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

Access your health plan information on-the-go.

**NurseLine: 1-800-866-6827, TTY 711**

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

**UHC Doctor Chat:**

Download the **UHC Doctor Chat app** or learn more at **[UHCDoctorChat.com](https://UHCDoctorChat.com)**. Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small.

**Transportation:**

**1-844-529-1801, TTY 711**

Benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement.

**Care Management: 1-866-292-0359, 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).

**One Pass:**

**[rallyhealth.com/onepass-uhc](https://rallyhealth.com/onepass-uhc)**

Members 18+ can access more than 300 fitness centers across Missouri, including YMCAs, Planet Fitness, Anytime Fitness and many small local gyms.

**YMCA Membership:**

**[ymca.net/find-your-y](https://ymca.net/find-your-y)**

Members up to 17 years old can join their local Y and participate in programs.

**Quit For Life: [quitnow.net](https://quitnow.net)**

**1-866-784-8454, TTY 711 (toll-free).**

Get help quitting smoking at no cost to you.

**Assurance Wireless:**

**[assurancewireless.com/partner/buhc](https://assurancewireless.com/partner/buhc)**

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

**Healthy First Steps®:**

**1-800-599-5985, TTY 711**

As part of Healthy First Steps, the Babyscripts program rewards you for going to your prenatal and postpartum visits. To sign up, visit the Apple App Store® or Google Play™ store on your smartphone. Download the Babyscripts **myJourney app**. It's that simple.

**Wellhop for Mom and Baby App:**

A program where pregnant women meet in groups online. You'll get helpful information and tips. You'll also connect with other moms.

**Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)**

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

**Member Rights and Responsibilities:**

To see member rights and responsibilities, please refer to member resources at **[uhccommunityplan.com/mo/medicaid/mo-health-net](https://uhccommunityplan.com/mo/medicaid/mo-health-net)**



**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, ancestry, genetic information, sex (including pregnancy and gender identity), sexual orientation, age, disability, religion, or veteran status.

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, fax, or email at:

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

Email: **[UHC\\_Civil\\_Rights@uhc.com](mailto: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](https://hhs.gov/civil-rights/filing-a-complaint/index.html)**

By mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

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 **1-866-292-0359**, TTY **711**. Hours are 8 a.m.–5 p.m., Central Time, Monday–Friday.

# 1-866-292-0359, TTY 711

**Spanish:** ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

**Chinese:** 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

**Vietnamese:** CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

**Serbian:** PAŽNJA: Usluge prevodjenja i druge jezičke usluge dostupne su vam besplatno. Ako vam je potrebna pomoć, pozovite gore navedeni broj.

**German:** HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

**Arabic:** تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجانًا. إذا كنت بحاجة إلى المساعدة،  
يُرجى الاتصال بالرقم أعلاه.

**Korean:** 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

**Russian:** ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

**French:** ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

**Tagalog:** ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

**Pennsylvanian Dutch:** WICHDICH: Mir kenne dich en Translator griege wann du Hilf mit die Schprooch brauchscht, unni as es dich ennich eppes koschte zellt. Wann du Hilf witt, please duh der Nummer do owwe draa uffrufe.

**Persian:** توجه: خدمات ترجمه و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، با شماره بالا تماس بگیرید.

**Cushite:** XIYYEEFFANNAA: Tajaajila hiikkaa fi gargaarsa afaanii biroo kaffaltii tokko malee isiniif kennama. Gargaarsa yoo barbaaddan, lakkoofsa armaan olii kanaan bilbilaa.

**Portuguese:** ATENÇÃO: a tradução e outros serviços de assistência linguística estão disponíveis sem qualquer custo para si. Se precisar de ajuda, contacte o número indicado acima.

**Amharic:** ማሳሰቢያ፡- የትርጉም እና ሌሎች የቋንቋ ድጋፍ አገልግሎቶችን ያለ ምንም ወጪ ማግኘት ይቻላል። እርዳታ ከፈለጉ እባክዎ ከላይ ባለው ቁጥር ይደውሉ።