



HealthTalk

Your journey to better health



When you are sick or hurt, do you know where to seek treatment?

See page 3 to learn the best place to get the care you need.



Wellness visit

Healthy start

See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider (PCP).

All members of your family should see their PCP at least 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.



Membership, benefits and plan details

Your member handbook is updated annually. Find it on myuhc.com/communityplan. It includes our Notice of Privacy Practices and Notice of Non-Discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.

Want a printed copy? Call Member Services toll-free at **1-866-292-0359**, TTY **711** to ask for the member handbook to be mailed to you.



Are you feeling down this winter?

Simple ways to help with seasonal depression

Sometimes, people feel sad or tired when the seasons change, especially in winter. This is called seasonal depression or “the winter blues.” You might feel down, want to sleep a lot, or even gain weight. If you notice these feelings, try these easy tips:

- **Move your body:** Exercise can help you feel happier. You could try walking, dancing, swimming, or yoga – anything that gets you moving.
- **Go outside:** Fresh air and sunlight can help you feel better. Go for a walk, play outside, or just sit and enjoy the outdoors.
- **Get good sleep:** Try to go to bed and wake up at the same time every day. Getting enough sleep can help your mood.
- **Check your vitamins:** Sometimes feeling sad can be linked to not having enough vitamin D. Check with your doctor about taking vitamins.

If you still feel depressed, talk to a medical provider or someone you trust.



If you are experiencing a mental health emergency, **call or text** the **988 Suicide & Crisis Lifeline** for support from a trained crisis counselor, 24/7.



Know where to go for care

A guide to your options

When you feel unwell, it can be confusing to know where to go for care. If possible, you should start with your primary care provider (PCP). It is also important to know your other options if your PCP is not available.

Use this guide to help find the right care as quickly as possible.

Situation	Care option
Have a non-emergency health issue or need preventive care?	Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	Convenience care clinic Go to a convenience care clinic, available in larger retail stores, drugstores and grocery stores. Or try a 24/7 Virtual Visit at uhdoctorchat.com .
Need non-emergency care quickly?	Urgent care Try urgent care. There's no need to make an appointment, and the wait is generally much shorter than the emergency room.
Have a mental health emergency?	Mental health crisis center , or call 988 .
Have a medical emergency?	Emergency room , or call 911 .



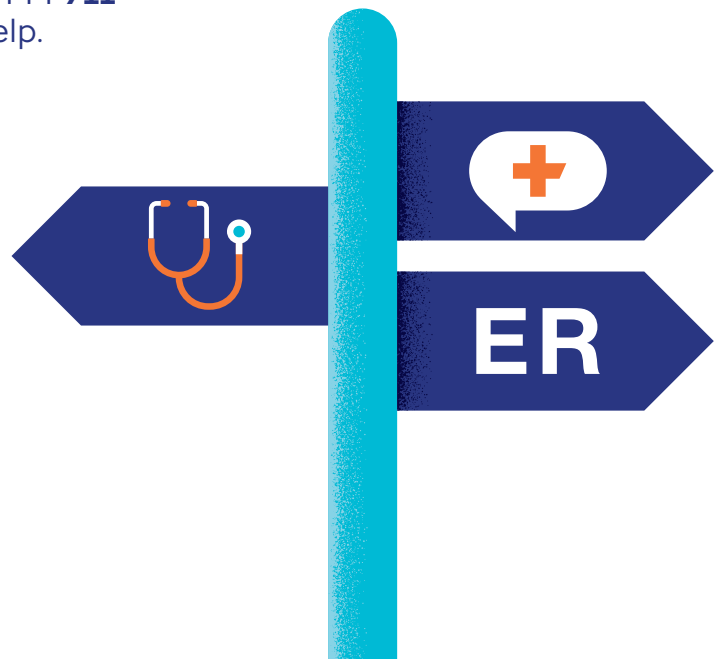
Not sure where to go?

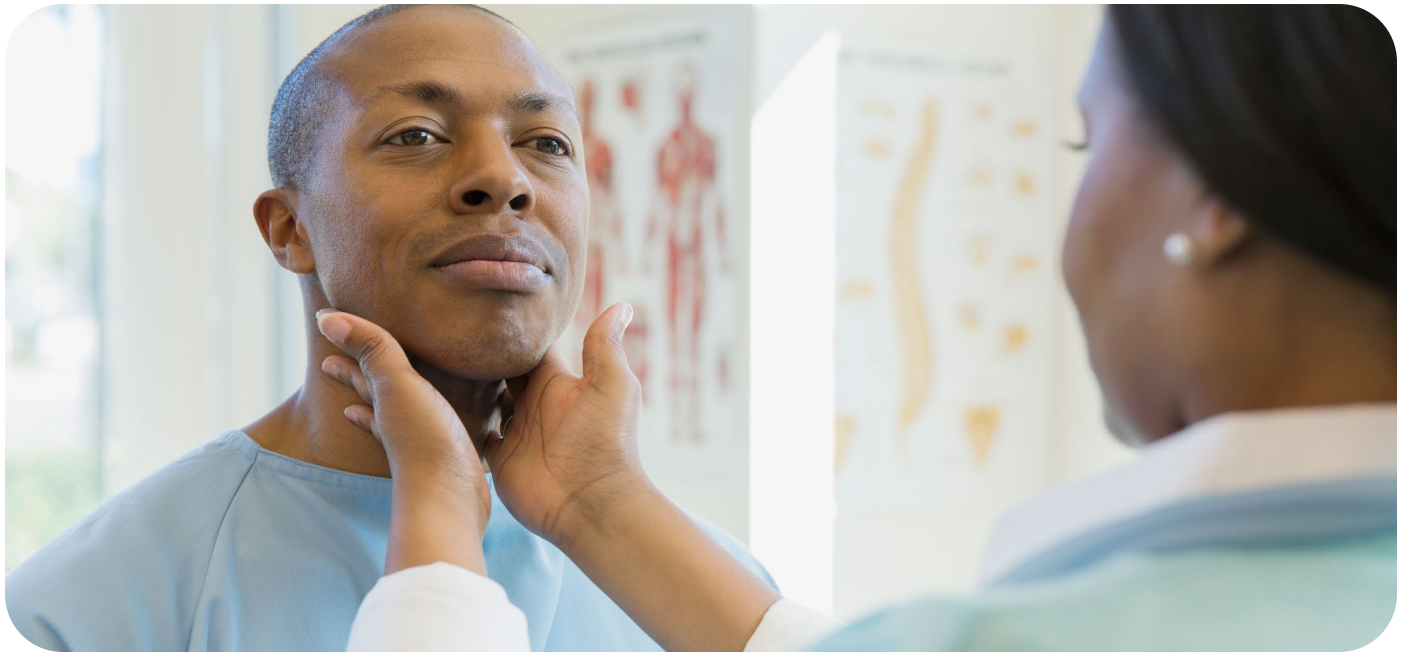
Call NurseLine at **1-800-866-6827**, TTY **711** to talk with a nurse 24/7 who can help.



Need a new provider?

We can help you find one. Chat with an advocate through myuhc.com/communityplan or the **UnitedHealthcare mobile app**.





Know your body

What is the thyroid, and what does it do?

The thyroid is a small gland in the front of your neck. It makes hormones that help your body use energy, grow, and stay healthy. These hormones help with things like:

- Heartbeat
- Digestion
- Brain and bone growth
- Muscle movement
- Body temperature
- Periods (for girls)

Testing and treatment

Talk to your doctor if you have a concern. They can check your thyroid with a blood test. If something's wrong, they might do more tests or give you medicine to help your thyroid work better.

Thyroid problems

Sometimes the thyroid doesn't work right. Here are some common problems:

- **Hypothyroidism** – thyroid is too slow and doesn't make enough hormones
- **Hyperthyroidism** – thyroid is too fast and makes too many hormones
- **Goiter** – thyroid gets bigger than normal
- **Thyroid cancer** – harmful cells grow in the thyroid



 Support services

Social drivers of health

Good health involves more than just medical exams and treatments. Everyday essentials like access to healthy food, safe housing, transportation and financial security are crucial. If any are missing, it can have a major impact on your health, well-being and quality of life.

UnitedHealthcare Community Resources can help connect you to programs and resources that offer support at low or no cost, including:

- Home efficiency upgrades
- Transportation assistance for school or work
- Warm blankets and winter clothing



Visit uhc.care/HTCommResources to find help in your area. Or find us in the **UnitedHealthcare app**.



Plan information

Complete your Health Risk Assessment (HRA)

Thank you for being a member of UnitedHealthcare Community Plan. To help us match you with the benefits and services available to you, it is important to complete a short survey when we notify you. It asks simple questions about your health. Your answers will be kept private and won't affect your benefits.



Mental health

Attention deficit hyperactivity disorder (ADHD) in children

Finding the right treatment

ADHD is one of the most common mental health disorders affecting children. ADHD symptoms can include having an unusually hard time paying attention, staying organized or sitting still.

If your child has ADHD, their provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.



Be sure to keep regular appointments with their provider. Behavioral therapy and counseling can also help.

We're here to help

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **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.

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:

Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at UHCDoctorChat.com.

Quit For Life:

1-866-784-8454, TTY **711** | quitnow.net

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

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).

Diabetes-tailored meals:

Members enrolled in diabetes disease management are eligible for diabetes tailored meals. This is a 12-week program with 4 weeks of nutritional education followed by 8 weeks of diabetic-tailored meals.

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.

GEDWorks:

Members 18 years and older who want to earn their diploma can get access to custom study plans, a dedicated advisor, free 24/7 online tutoring, practice tests and more.



Member resources

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your health information more quickly.

One Pass:

rallyhealth.com/onepass-uhcmo

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

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

Member Rights and Responsibilities:

To see member rights and responsibilities, please refer to member resources at uhcommunityplan.com/mo/medicaid/mo-health-net.

Walmart+ membership

Adults ages 18 years and older who are enrolled in case management for 30 days and who live within 12 miles of a Walmart can get no-cost shipping and deliveries, gas savings, movies and more.



Notice of nondiscrimination

Our Companies comply with applicable civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). We do not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

We provide free aids and services to help you communicate with us. You can ask for interpreters and/or for communications in other languages or formats such as large print. We also provide reasonable modifications for persons with disabilities.

If you need these services, call the toll free number on your member identification card (TTY **711**).

If you believe that we failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can send a complaint to the Civil Rights Coordinator:

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

Optum Civil Rights Coordinator
1 Optum Circle
Eden Prairie, MN 55344
Optum_Civil_Rights@Optum.com

If you need help filing a complaint, call Member Services at **1-866-292-0359**, TTY **711**. Hours are 8 a.m.-5 p.m. CT, Monday-Friday.

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

Online: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

Phone: **1-800-368-1019, 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

Complaint forms are available at: **<http://www.hhs.gov/ocr/office/file/index.html>**.

This notice is available at: **<https://www.uhc.com/nondiscrimination-med>**
<https://www.optum.com/en/language-assistance-nondiscrimination.html>

Notice of availability of language assistance services and alternate formats

ATTENTION: Free language assistance services and free communications in other formats, such as large print, are available to you. Call Member Services at 1-866-292-0359, TTY 711.

ATENCIÓN: Si habla **español (Spanish)**, tiene acceso a servicios gratuitos de asistencia lingüística y a materiales gratuitos en otros formatos, como letra grande. Llame a Servicios para Miembros al 1-866-292-0359, TTY 711.

참고: 귀하가 **한국어(Korean)**를 구사하시는 경우, 무료 언어 지원 서비스와 큰 활자체 인쇄와 같은 다른 형식의 무료 커뮤니케이션을 이용하실 수 있습니다. 가입자 서비스에 1-866-292-0359, TTY 711번으로 전화하십시오.

CHÚ Ý: Nếu quý vị nói tiếng **Việt (Vietnamese)**, quý vị sẽ được cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các tài liệu thông tin miễn phí ở định dạng khác như bản in cỡ chữ lớn. Xin gọi cho Dịch vụ Hội viên theo số 1-866-292-0359, TTY 711.

ATTENTION: Si vous parlez **français (French)**, des services d'assistance linguistique gratuits et des communications gratuites dans d'autres formats, tels que du texte en gros caractères, sont à votre disposition. Appelez le Service membres au 1-866-292-0359, ATS 711.

تنبيه: إذا كنت تتحدث اللغة العربية (**Arabic**)، فتتوافر لك خدمات مساعدة لغوية مجاناً ورسائل مجانية بتنسيقات أخرى، مثل الطباعة بحروف كبيرة. تواصل بقسم خدمات الأعضاء على الرقم 1-866-292-0359، الهاتف النصي 711.

PAŽNJA: Ako govorite **srpski (Serbian)**, dostupne su vam besplatne usluge jezičke pomoći i besplatna komunikacija u drugim formatima, kao što je format s krupnim slovima. Pozovite korisničku podršku na broj 1-866-292-0359, TTY 711.

注意: 如果您說**中文 (Chinese)**，您可以獲得免費語言協助服務和其他格式（例如大字版）的免費通訊。請致電1-866-292-0359、聽障專線 (TTY) 711 與會員服務部聯絡。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste und kostenlose Mitteilungen in anderen Formaten, beispielsweise in Großdruck, zur Verfügung. Rufen Sie den Mitgliederservice unter: 1-800-349-1855, TTY 711 an.

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