



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 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 at the phone number on page 7 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.





Getting care

Caring for you

Get the care you need, when you need it

The following services are available to you as a plan member:

- Your Primary Care Provider (PCP) offers 24/7 accessibility by phone and can help you avoid an ER visit in some cases.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- We offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in New York, visit our website for providers.



Learn more about your benefits and services.

Visit myuhc.com/communityplan or use the UnitedHealthcare app.

Social Care Networks and Navigators

As a UnitedHealthcare Community Plan or Wellness4Me member you may be eligible to receive benefits such as essential support for housing, nutrition, transportation, and care management to help you and your family thrive. Social Care Networks (SCN) support members by connecting you to services in your community. A dedicated Social Care Navigator, through your regional SCN, can meet with you to assess eligibility for you or any member(s) in your household. You may qualify for more than one service, depending on individual eligibility.

To connect with your SCN today you can:

- Call UnitedHealthcare member services at the number on the back of your member ID card, to be connected to the SCN in your area or visit your plan website:

UnitedHealthcare Community Plan members:

uhc.com/communityplan/new-york/plans/medicaid/medicaid-uhc-community-plan

Wellness4Me members:

uhc.com/communityplan/new-york/plans/medicaid/medicaid-uhc-community-wellness4me

UnitedHealthcare Community Plan UHC Dual Complete NY-Y001 members:

uhc.com/communityplan/new-york/plans/medicare/2026/dual-complete-hmo-snp

to find a listing of Social Care Networks by region. Located under *Member Resources > Notices and Bulletins*

- Call your SCN directly to request a screening or more information or
- Visit your SCN website to complete a self-screening.

See the SCN contact information in the chart below.

SCN	Counties	SCN Contact
Care Compass Collaborative	Broome, Chenango, Delaware, Otsego, Tioga, Tompkins	607-352-5264 carecompasscollaborative.org/social-care-network Get Screened: Screening Tool for Medicaid Members' Health Needs Care Compass
Forward Leading IPA	Allegany, Cayuga, Chemung, Genesee, Livingston, Monroe, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates	315-264-9991 forwardleadingipa.org/welinkcare Get Screened: welinkcare.org/forms/ny-flipahrsn-self-screener

SCN	Counties	SCN Contact
Health Equity Alliance of Long Island	Nassau, Suffolk	516-505-4434 healiny.org Get Screened: healiny.org/#selfscreening
Healthy Alliance Foundation Inc.	Albany, Columbia, Greene, Rensselaer, Montgomery, Saratoga, Schenectady, Schoharie	518-520-3211 healthyalliance.org/member Get Screened: healthyalliance.org/screening
	Cortland, Herkimer, Madison, Oneida, Onondaga, Oswego	315-505-2290 healthyalliance.org/member Get Screened: healthyalliance.org/screening
	Clinton, Essex, Franklin, Fulton, Hamilton, Jefferson, Lewis, St. Lawrence, Warren, Washington	518-656-8312 healthyalliance.org/member Get Screened: healthyalliance.org/screening
Hudson Valley Care Coalition, Inc.	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester	800-768-5080 hudsonvalleycare.org/services/hudson-valleys-social-care-network Get Screened: hudsonvalleycare.org/for-members/self-screener
Public Health Solutions	Manhattan, Queens, Brooklyn	888-755-5045 wholeyou.nyc/ Get Screened: wholeyou.nyc/find-services
Staten Island Performing Provider System	Richmond	917-830-1140 statenispaps.org/social-care-network Get Screened: sipps.channels360.com/channels.community/self-survey
Somos Healthcare Providers, Inc.	Bronx	833-SOMOSNY (833-766-6769) somoscommunitycare.org/social-care-network Get Screened: somos.findhelp.com
Western New York Integrated Care Collaborative Inc.	Cattaraugus, Chautauqua, Erie, Niagara	716-431-5100 wnyscn.org Get Screened: wyintegratedcare.findhelp.com/forms/wyintegratedcare-self-screener



Social determinants 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.



We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Medicaid/CHP: **1-800-493-4647**, TTY **711**

Wellness4Me: **1-866-433-3413**, TTY **711**

Essential Plan: **1-866-265-1893**, TTY **711**

UHC Dual Complete NY-Y001:

1-866-547-0772, 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).

New York State Smokers' Quitline:

1-866-NY-QUITS (1-866-697-8487) (toll-free)

nysmokefree.com

Get help quitting smoking at no cost to you.

Transportation: 1-844-666-6270

Medicaid and Wellness4Me members who need transportation can call Medical Answering Services (MAS).

National Suicide Prevention Lifeline: 988

988lifeline.org/chat

Help is available through phone or online chat 24 hours a day, 7 days a week.

Live and Work Well:

liveandworkwell.com

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

Assurance Wireless:

assurancewireless.com/buhc

Get 4.5GB of high-speed data, 3000 talk minutes and unlimited texts each month. Plus, the option to purchase a phone for \$20.

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).

Go Digital:

myuhc.com/communityplan/preference

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





Member resources

Community Resources: **uhc.care/HTCommResources**

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.

Expressable: expressable.com/united
Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.

HIV Testing: health.ny.gov/diseases/aids/consumers/testing/index.htm

Get information on HIV and HIV counseling, testing, referral and partner notification (CTRPN) services. This includes perinatal HIV prevention and newborn screening.

AIDS Institute: health.ny.gov/diseases/aids

Get helpful information about programs, initiatives and services.

LANGUAGE ASSISTANCE

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call 1-800-493-4647, TTY 711.	English
ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al 1-800-493-4647, TTY 711.	Spanish
请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 1-800-493-4647, TTY 711。	Chinese
1-800-493-4647, ملاحظة: خدمات المساعدة اللغوية والمساعدات الأخرى المجانية متاحة لك. اتصل بالرقم .TTY 711	Arabic
주의: 언어 지원 서비스 및 기타 지원을 무료로 이용하실 수 있습니다. 1-800-493-4647, TTY 711 번으로 연락해 주십시오.	Korean
ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика и другие виды помощи. Звоните по номеру 1-800-493-4647, TTY 711.	Russian
ATTENZIONE: Sono disponibili servizi di assistenza linguistica e altri ausili gratuiti. Chiamare il 1-800-493-4647, TTY 711.	Italian
ATTENTION : Des services d'assistance linguistique et d'autres ressources d'aide vous sont offerts gratuitement. Composez le 1-800-493-4647, TTY 711.	French
ATANSYON: Gen sèvis pou bay asistans nan lang ak lòt èd ki disponib gratis pou ou. Rele 1-800-493-4647, TTY 711.	French Creole
אכטונג: שפראך הילף סערוויסעס און אנדערע הילף, זענען אוועילעבל פאר אייך אומזיסט. 1-800-493-4647, TTY 711 .	Yiddish
UWAGA: Dostępne są bezpłatne usługi językowe oraz inne formy pomocy. Zadzwoń: 1-800-493-4647, TTY 711.	Polish
ATENSYON: Available ang mga serbisyong tulong sa wika at iba pang tulong nang libre. Tumawag sa 1-800-493-4647, TTY 711.	Tagalog
মনোযোগ নামূল্যে ভাষা সহায়তা পরিষেবা এবং অন্যান্য সাহায্য আপনার জন্য উপলব্ধ। 1-800-493-4647, TTY 711 -এ ফোন করুন।	Bengali
VINI RE: Për ju disponohen shërbime asistence gjuhësore dhe ndihma të tjera falas. Telefononi 1-800-493-4647, TTY 711.	Albanian
ΠΡΟΣΟΧΗ: Υπηρεσίες γλωσσικής βοήθειας και άλλα βοηθήματα είναι στη διάθεσή σας, δωρεάν. Καλέστε στο 1-800-493-4647, TTY 711.	Greek
توجه فرمائیں: زبان میں معاونت کی خدمات اور دیگر معاونتیں آپ کے لیے بلا معاوضہ دستیاب ہیں۔ کال کریں 1-800-493-4647, TTY 711	Urdu