



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Take care


You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for big medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 toll-free at **1-888-980-8728 (TTY 711)**.



UnitedHealthcare Community Plan
 P.O. Box 2960
 Honolulu, HI 96802
 PAID
 First-class postage guaranteed

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Color you calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



Need help? Do you suffer from stress, anxiety, or any other mental health issue? Treatment is available.

Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-888-980-8728 (TTY 711)**. Ask to learn more about your mental health benefits or find a provider.

Keep your child healthy



Don't miss EPSDT checkups.

EPSDT (Early Periodic Screening, Diagnostic, and Treatment) is a well care program. It provides checkups for newborns through 20-year-olds. EPSDT checkups may include a full physical exam, vision and hearing screens, and blood tests for lead or anemia. Children also get needed immunizations. EPSDT checkups are important. They help families:

- find out about a medical problem early and stop it from getting worse
- get referrals to specialists or community services
- prevent or manage chronic conditions
- get screened and treated for behavior or developmental issues such as autism

Checkups are also an opportunity to discuss any concerns about your child. EPSDT checkups and services are at no cost to the patient or family. Parents can talk about how their child is developing and growing.

Checkups can screen for behavior and developmental challenges. EPSDT covers behavior therapies. This includes intensive behavioral therapy for children with autism spectrum disorder (ASD). Treatment for autism can include applied behavioral analysis (ABA) services.



Time for a checkup? Schedule a visit with your child's primary care provider (PCP). If you need help getting an appointment, call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

EPSDT checkups should take place when your child is:

- 14 days old
- 30 days old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- 36 months old

Then, schedule a checkup once a year after 3 years old.

See here

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m., at **1-888-980-8728 (TTY 711)**.



Know your prescription medication benefits

Visit our website to learn about your prescription medication benefits. It includes information on:

- 1. What medications are covered.** There is a list of covered medications.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain medications by mail.
- 3. Rules that may apply.** Some medications may only be covered in certain cases. For example, you might need to try a different medication first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a medication. (This is called prior authorization.) There may also be limits to the amount you can get of certain medications.



Look it up. Find information on your medication benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m., at **1-888-980-8728 (TTY 711)**.

Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



It's no secret. You may read our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. You may also call Member Services toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m., at **1-888-980-8728 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time. To find a new PCP, visit myuhc.com/CommunityPlan. Or, call Member Services toll-free, Monday–Friday 7:45 a.m.–4:30 p.m., at **1-888-980-8728 (TTY 711)**.



Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language toll-free, Monday–Friday 7:45 a.m.–4:30 p.m.
1-888-980-8728 (TTY 711)

Our website and app Find a provider, read your Member Handbook, or see your ID card.
myuhc.com/CommunityPlan

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-888-980-8728 (TTY 711)

QuitLine Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (TTY 711)
smokefree.gov

National Domestic Violence Hotline Get 24/7 support, resources and advice for your safety (toll-free).
1-800-799-SAFE (TTY 1-800-787-3224)
thehotline.org

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides 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, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

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

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD)

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

English

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. **(TTY: 711)**.

Cantonese

您需要其他語言的協助嗎？我們將會為您尋找免費口譯員，請致電 **1-888-980-8728 (TTY: 711)** 告知我們您使用的語言。

Chuukese

En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. **(TTY: 711)**.

French

Avez-vous besoin d'aide dans une autre langue ? Nous pouvons vous fournir gratuitement les services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. **(TTY: 711)**.

German

Brauchen Sie Hilfe in einer anderen Sprache? Wir können Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. **(TTY: 711)**.

Hawaiian

Pono ia oe ke kokua ma ka olelo e? Na makou e kii i kekahi mea unuhi nau, aohe uku. E kelepona i ka **1-888-980-8728** no ka hoike ana mai ia makou i kau olelo e olelo ana. **(TTY: 711)**.

Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. **(TTY: 711)**.

Japanese

他の言語でのお手伝いが必要ですか？無料で通訳をご用意できます。**1-888-980-8728** に電話して、ご希望の言語をお知らせください **(TTY: 711)**。

Korean

다른 언어로 도움이 필요하십니까? 무료로 통역을 제공해드립니다. **1-888-980-8728**로 전화하여 사용하시는 언어를 알려주십시오**(TTY: 711)**.

Mandarin

您需要其他语言的协助吗？我们将会为您寻找免费口译员，请致电 **1-888-980-8728 (TTY: 711)** 告知我们您使用的语言。

Marshallese

Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. **(TTY: 711)**.

Samoan

E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. **(TTY: 711)**.

Spanish

¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. **(TTY: 711)**.

Tagalog

Kailangan ba ninyo ng tulong sa ibang wika? Ikukuha namin kayo ng libreng tagapagsalin. Tumawag sa **1-888-980-8728** para sabihin kung anong wika ang nais ninyong gamitin. **(TTY: 711)**.

Tongan

'Oku ke fiema'u tokoni 'iha lea makehe? Temau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. **(TTY: 711)**.

Vietnamese

Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. **(TTY: 711)**.

Visayan

Gakinahanglan ba ka ug tabang sa imong pinulongan? Amo-a kang kuha-an og libre nga taga-hulbad. Tawag sa **1-888-980-8728** aron ipahibalo namo kung unsa ang imong sinulti-han. **(TTY: 711)**.