



Health Talk

Your journey to better health



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Fall 2022

United
Healthcare
Community Plan

What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



Health + Wellness

Rewards for getting care



You can earn \$25 or more

We know that a provider visit or health screening may not be at the top of your to-do list. But it's very important. So we reward our members for getting it done.

Find out if you have rewards to claim. Visit myuhc.com/communityplan/healthwellness. Next click "Earn rewards." Then click "Get started" to let us know what care you got.



Questions? Call Member Rewards toll-free at **1-800-870-5574**, TTY 711, 7 a.m.-7 p.m. CT, Monday-Friday.

UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 500
Sugar Land, TX 77478

AMC-067-TX-CAID
CSTX22MD0039127_001

Everyday Life

Support for stress

The Sanvello app can help you through tough times

Life can be stressful. Busy schedules are not easy to manage. Being too busy can make you short of breath, increase blood pressure and cause stress.

Sanvello is a free app that helps with symptoms of stress, anxiety and depression. It has tools you can use to feel better in your everyday life. It is available whenever you need it. Using it for just a few minutes every day can help you feel better.

The Sanvello app is part of your health plan's behavioral health benefits. You can upgrade to premium at no cost by following these steps:



1. Download the app at [sanvello.com](https://www.sanvello.com). Open it.



2. Create an account. Choose "upgrade through insurance."



3. Search for and select UnitedHealthcare. Enter the information on your member ID card.



Feel better today. More information is available at [sanvello.com](https://www.sanvello.com). Email info@sanvello.com with any questions.

Important Screening Treating your child's ADHD

Is your child having trouble paying attention in school this fall? Or do they have issues with controlling their actions? They may have attention deficit hyperactivity disorder (ADHD).

UnitedHealthcare covers testing and treatment for ADHD. If your child has ADHD, their provider may suggest behavioral therapy. They may also suggest medication. They will create a plan to help your child feel better. This can be good for the whole family.

Learn more about your benefits for ADHD testing and treatment. Call Member Services at the phone number on Page 4 of this newsletter.



Annual Wellness Visit

Health in your hands

Annual wellness visits are important for good health

Preventive care tells you about your health before it gets bad. It is a covered benefit under your health plan. It includes regular visits to your primary care provider, screenings and vaccines.

All members of your family should see their primary care provider once a year for an annual wellness visit. These visits keep your family healthy. They can find and prevent problems before they happen.

Visit myuhc.com/communityplan to find a provider.



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Do you know where to get care? Visit uhc.com/getcarequiz to learn more and test your knowledge on where you should go to get care.



Important Vaccine

Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, visit myuhc.com/findflushot.

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Member Resources Here for you

We want to make it as easy as possible for you to get the most from your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

STAR and CHIP: 1-888-887-9003, TTY 711
STAR Kids: 1-877-597-7799, TTY 711

Our website: Our website keeps all your health information in one place. You can find a provider, view your benefits or see your member ID card, wherever you are.
myuhc.com/communityplan

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

STAR: 1-800-535-6714, TTY 711
CHIP: 1-800-850-1267, TTY 711
STAR Kids: 1-844-222-7326, TTY 711

Babyscripts: Pregnant members who enroll in Babyscripts receive access to free educational content, resources and rewards for going to prenatal and postpartum visits.
babyscripts.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

Transportation: Call the Reservation Hotline to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 2 business days before your appointment. You may be able to receive the cost of meals associated with a long-distance trip to obtain health care services.

STAR and CHIP: 1-866-528-0441, TTY 711
STAR Kids: 1-866-529-2117, TTY 711
8 a.m.–5 p.m., Monday–Friday

Service Coordination: This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

STAR and CHIP: 1-888-887-9003, TTY 711
STAR Kids: 1-877-597-7799, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.
assurancewireless.com/partner/buhc

Quit For Life: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

Paperless communication: Let us know if you are interested in receiving digital files, emails and text messages.
myuhc.com/communityplan/preference



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

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

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services toll-free at **1-877-597-7799**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

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

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019**, **1-800-537-7697** (TDD)

Mail:

U.S. Dept. 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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us such as letters in other languages, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-877-597-7799**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comuniquen con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا، مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة، أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang maatungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maari ka rin humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.
French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.

Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબરને કોલ કરવા વિનંતી.
Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດໝາຍໃນພາສາອື່ນ ຫຼື ການພິມຂະໜາດໃຫຍ່ ຫຼື ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະ ສັບຂອງສະມາຊິກໂທຟຣີທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.