



Health Talk



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Summer 2022

United
Healthcare
Community Plan

Lather up

The whole family should wear sunscreen any time you go outside this summer. Use a sunscreen that is broad spectrum, water resistant and has a sun protection factor (SPF) of 30 or higher.



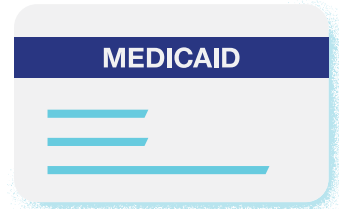
iStock.com/agrobacter

Keep your coverage

What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- Online
- By mail
- By phone



Don't miss out. Learn more about Medicaid renewal in Louisiana at uhc.care/3dg6xa.

UnitedHealthcare Community Plan of Louisiana
P.O. Box 31341
Salt Lake City, UT 84131-0341

AMC-090-LA-CAID
CSLA22MD0036095_000



Healthy mind, healthy body

Crisis help

The Louisiana Behavioral Health Crisis Response System is now available to UnitedHealthcare Community Plan members. The following mental health crisis services are available for members 21 and older.

Mobile crisis response

A mobile service is available to help someone in a self-identified crisis. Teams go to where the person is located.

Behavioral Health Crisis Center

This facility-based walk-in center provides short-term behavioral health crisis help.

Community brief crisis support

A face-to-face ongoing crisis intervention is available to members who have received care from either the mobile crisis response or Behavioral Health Crisis Center.

If you are experiencing a behavioral health crisis, call the Crisis Line at **1-866-232-1626, TTY 711**. Once the emergency is resolved, we will connect you to treatment and additional support services.



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Did you know?

Excluding skin cancers, colorectal cancer is the third most common cancer diagnosed in both men and women in the United States. The American Cancer Society estimates there will be 106,180 new cases of colon cancer in the United States in 2022. It also estimates 44,850 new cases of rectal cancer.

Colorectal cancer screening has the potential to save a life. If colorectal cancer is found early, the 5-year survival rate is over 90%.



Schedule your colorectal cancer screening today.

Contact your provider to schedule your screening. If you need to find a new provider, we can help. Call Member Services toll-free at the phone number listed in the resource corner on Page 4 of this newsletter.

Your opinion matters

As our member, you are invited to participate in our Member Advisory Committee meetings. The upcoming schedule for 2022 is:

- Tuesday, Aug. 9, 6–7 p.m.
- Tuesday, Nov. 8, 6–7 p.m.



For more information, please call Member Services toll-free at the phone number listed in the resource corner on Page 4 of this newsletter.



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Be prepared

Have a plan in case of emergency

If a hurricane happens, are you and your family ready? Do you have a plan in place to help meet your needs?

It's important to protect your health, even during an emergency. Here are some things you can do to prepare ahead of time.

- **If you're a parent:** Keep extra supplies on hand for your baby or children
- **If you're pregnant:** Talk to your provider about your care and delivery plan
- **If you're elderly or have a disability:** Talk to your provider about your plan and arrange help from a family member or caregiver ahead of time
- Keep your providers' phone numbers and health ID cards with you at all times
- Make sure your prescriptions are filled and up to date

It's also important to prepare your home. You should stock up on essentials. This means having adequate first aid supplies, water, canned food, ice and clothing. If you have pets, stock up for their needs, too.

Stay tuned to your radio for official state evacuation information. That way if you have to leave your home, you know when and where to go.



Know the hotline numbers

Emergencies: **911**

Non-emergency information: **211**

Governor's Office of Homeland Security & Emergency Preparedness: **1-225-925-7500**

National Weather Service (New Orleans/Baton Rouge): **1-504-522-7330**

National Weather Service (Shreveport): **1-318-631-3669**

American Red Cross: **1-866-438-4636**



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Resource corner

Member Services: Find a provider, ask benefit questions, get access to care management programs or get help scheduling an appointment, in any language (toll-free).

1-866-675-1607, TTY 711

Our website: Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.

myuhc.com/communityplan

Go paperless: Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.

myuhc.com/communityplan/preference

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-440-9409, TTY 711

Quit for Life®: Get help quitting smoking at no cost to you (toll-free).

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

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711
uhchealthyfirststeps.com**

Behavioral Health Hotline: Get help for mental health and substance use issues (toll-free).

1-866-232-1626, TTY 711



Beat the rush

Wellness visits are important for children as they head back to school

Children should have wellness visits throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at **cdc.gov/vaccines**. If your child missed any of their vaccines this year, it's not too late to get them.



Get checked. Call your child's provider to make an appointment today. To find a new provider, visit **myuhc.com/communityplan**. Or call Member Services toll-free at the phone number listed in the resource corner at left.



UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan.

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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 at **1-866-675-1607**, TTY **711**, 7 a.m.–7 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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-866-675-1607**, TTY **711**, 7 a.m.–7 p.m., Monday–Friday.

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-675-1607, TTY 711.**

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-675-1607, TTY 711.**

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-675-1607, TTY 711.**

Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-866-675-1607**，或聽障專線 **TTY 711**。

French

ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-675-1607, TTY 711.**

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-866-675-1607، الهاتف النصي 711.**

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-675-1607, TTY 711.**

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-675-1607, TTY 711.**

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-675-1607, TTY 711** 로 전화하십시오.

Japanese

ご注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-866-675-1607**、または **TTY 711**。

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-675-1607, TTY 711.**

Portuguese

ATENÇÃO: Se fala português, é-lhe disponibilizado um serviço gratuito de assistência linguística.
Ligue **1-866-675-1607, TTY 711.**

Laotian

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວແມ່ນມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃຫ້ແກ່ທ່ານ.
ໂທຫາ **1-866-675-1607, TTY 711.**

Urdu

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبانی اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں
TTY 711، 1-866-675-1607

Persian (Farsi)

توجه: اگر به زبان فارسی صحبت نمی‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با
TTY 711، 1-866-675-1607 تماس بگیرید.

Thai

โปรดทราบ : หากท่านพูดภาษาไทย จะมีบริการให้ความช่วยเหลือด้านภาษาแก่ท่านฟรีโดยไม่มีค่าใช้จ่าย
โทร **1-866-675-1607, TTY 711.**