



Health Talk

Your journey to better health

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Spring 2023 Bonus

¡Voltee para español!

AHCCCS Complete Care

United
Healthcare
Community Plan

What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get her medication.



Health + Wellness

What is WIC?

Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit fns.usda.gov/wic to learn more and see if you or your children are eligible.



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Dinner time. Make a soup with pantry staples. Visit uhc.care/wintersoup for easy ideas.

UnitedHealthcare Community Plan
1 E. Washington St. #900
Phoenix, AZ 85004

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Everyday Life

Over-the-counter benefits

Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications? These are items you can buy without a prescription. They include:

- Sinus and allergy medicine
- Pain relievers such as aspirin and ibuprofen
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream
- Contraceptives
- Products to help you quit smoking

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



istock.com/kwangmozaa



Save today. Call Member Services toll-free at the phone number on Page 6 to learn how to use your OTC medication benefits.

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. A member with diabetes was having trouble getting medication for her insulin pump. So, she called Member Services.

Member Services worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She now knows she can contact the care manager for any future needs. This kind of help from Member Services is available to all members.



Support when you need it. Call Member Services toll-free at the phone number on Page 6. We're here to help.

Covered Care



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Stay safe

Prevent sexually transmitted infections and unwanted pregnancies

Family planning is a covered benefit. You can access family planning services from any appropriate provider, even if they are not a network provider. They can help with:

- Contraceptive counseling
- Medication
- Supplies
- Oral and injectable contraceptives
- Subdermal implantable contraceptives
- Intrauterine devices
- Diaphragms
- Condoms
- Foams
- Suppositories

If you are sexually active, protect yourself by using a condom every time. Millions of young people get sexually transmitted infections (STIs) each year. STIs can lead to infertility and other permanent health problems.

You and your partner should talk about preventing STIs and unwanted pregnancy. You both also should get tested since many STIs do not have noticeable symptoms. Don't let feeling embarrassed prevent you from seeing a doctor if you think you may have an STI.

Health Care Decisions

Make your wishes known

Learn about advance directives

You have the right to say “yes” or “no” to procedures, tests and treatments. But what would happen if you couldn’t make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end-of-life care known in advance. The Arizona Advance Directive

Registry is a free registry you can use to electronically store and access your medical directives. This secure and confidential program grants peace of mind to registrants and their families. It also provides easy access to all health care providers.



istock.com/PeopleImages



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at healthcurrent.org/azhdr.

Member Benefit

Health support at your fingertips

Introducing Assurance Wireless Lifeline Service

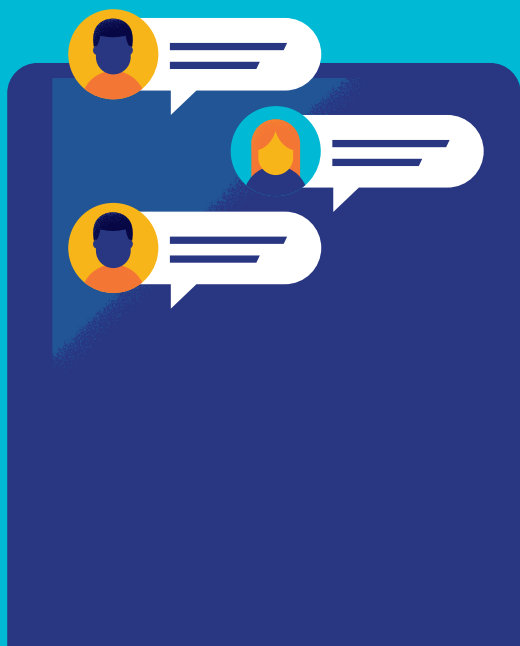
As a member, or as the guardian of a UnitedHealthcare member, you may qualify for Assurance Wireless Lifeline Service, a mobile phone and service plan, at no cost. As an Assurance Wireless customer, you can easily access:

- Health-related information from UnitedHealthcare
- Benefit and program reminders via text for you and your family
- UnitedHealthcare Member Services

Already have Lifeline? You can switch from your current service provider.



Apply now. Visit assurancewireless.com/partner/buhc to apply or learn more about Assurance Wireless Lifeline plans. Get ready to enjoy mobile health support at no cost to you.





Did you know?

Your benefits always include transportation services to and from your medical and behavioral health visits. See Page 6 to learn more.

Covered Care

Are you due for care?

Screenings and vaccines keep your family healthy

Preventive care is important. It helps you and your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your family may be due for.



Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between the ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, 24 months old and 30 months old. They can also be done anytime you have a concern.



Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Influenza (flu) vaccine

Everyone 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



COVID-19 vaccine

The CDC recommends everyone stay up to date with their COVID-19 vaccines. Everyone 6 months and older should get all primary series doses. Everyone ages 5 and older should also get a booster dose. Updated booster shots are available. They protect from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



Check it out. Checklists to help you prepare for your visit are available. Visit adultwellnessvisit.myuhc.com and childwellnessvisit.myuhc.com.

Member Resources

Here for you

We want to make it as easy as possible for you to get the most out of 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 health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-348-4058, TTY 711

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

myuhc.com/communityplan

Member Handbook: Find it online. Or upon request, Member Services will email or mail it to you at no cost.

1-800-293-3740, TTY 711

uhccommunityplan.com/az/medicaid/ahcccs

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

1-877-440-0255, TTY 711

Arizona Smoker's Helpline

(ASHLine): Get help quitting smoking (toll-free).

1-800-QUIT-NOW

(1-800-784-8669)

ashline.org

Crisis Lines for Help with Mental Health:

1-844-534-HOPE (4673),

TTY 711



iStock.com/ferrantraite

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

1-888-700-6822 or

1-602-889-1777, TTY 711

Care Management: 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).

1-800-348-4058, TTY 711

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

assurancewireless.com/partner/buhc

Suicide & Crisis Lifeline: 988

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

uhhealthyfirststeps.com

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose “upgrade through insurance.” Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

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

myuhc.com/communityplan/preference

Office of Individual and Family Affairs (OIFA):

We're here to help. Call Member Services and ask to speak with OIFA.

1-800-348-4058, TTY 711



Contract services are funded under contract with the State of Arizona. 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 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-348-4058**, 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 Member Services at **1-800-348-4058**, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.