



Health Talk

Your journey to better health



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Summer 2023

¡Voltee para español!

AHCCCS Complete Care

United
Healthcare
Community Plan

What's inside

We can help you find a doctor who understands your culture. We also can help with translation services if you need them. Turn to Page 2 to learn more.



Medicaid renewal

Take action

What you need to do to renew your Medicaid eligibility

Medicaid members need to renew their coverage each year. Your state will tell you when to renew. They may call it recertification or redetermination.

Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your health plan.

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We're here to help.
Learn more at
uhc.com/staycovered.



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

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Dental health

Healthy mouth, healthy you



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Good dental habits keep teeth and gums strong

A healthy mouth is an important part of your overall health. When you take care of your teeth, you are taking care of your body. Tooth decay, also known as cavities, can lead to problems with eating, speaking and learning.

More than half of Arizona's kindergarten children have a history of tooth decay. That number reaches 64% by third grade.

Getting kids involved and excited about their oral health will help them have good habits for life. Everyone in your family should visit the dentist every 6 months and brush their teeth twice a day. Floss once a day to clean in between teeth. Children under 8 years old may need help brushing and flossing their teeth.

Don't forget the fluoride

Fluoride helps make teeth stronger and less likely to get cavities.

Your child's primary care provider can apply fluoride varnish as early as 6 months and every 3 months up to age 2. The dentist can still apply fluoride even after age 2.



Find your dental home. We connect all members under the age of 21 to a dental home. This is a specific dentist or dental office where you can go for your family's dental needs. If you do not know where your dental home is or need help changing it, we can help. Call Member Services toll-free at the phone number on Page 4.

Member experience

Help for members of all cultures

We care about our members. We value the cultural differences they have. We respect their different beliefs about the cause, prevention and treatment of illnesses.

We try to meet all of our members' communication needs. We can provide interpretation or translation services at no cost to you. We can also give you member materials in a language or format that may be easier for you to understand.



We're here to help. Call Member Services toll-free at the phone number on Page 4. We can help with finding a doctor who understands your cultural needs, translation services and getting you materials in another language or format.

Are you free of HIV?

Get tested during pregnancy to be sure

Any member can have a human immunodeficiency virus (HIV) test at any time. If you are pregnant and have HIV, the virus can be passed to your baby. The good news is that treatment during pregnancy and treating the baby after birth can greatly reduce the chance of this happening.

Talk to your primary care provider, maternity care provider or contact your local department of public health for testing. Testing is available at the Arizona Family Partnership. To learn more, call **1-888-272-5652** or visit **arizonafamilyhealth.org**. Planned Parenthood also offers testing and services. Call **1-800-230-7526** to learn more. If your test is positive, you can get specialty treatment and medical counseling.



Women's health

Just for women

You can get women's preventive health services every year. Preventive care keeps you well by checking for early signs of health issues. This allows your provider to treat problems early.

There is no copayment or other charge for this annual visit. We can help you schedule an appointment with your gynecologist or primary care provider (PCP). We can also give you a ride to your visit if you need it.

The covered services during this visit include:

- Physical exam
- Clinical breast exam
- Family planning counseling
- Immunizations
- Counseling to detect and reduce risk factors before getting pregnant



Vaccines

Part D coverage

Except for vaccines covered under Medicare Part B (medical insurance), Medicare drug plans must cover all commercially available vaccines (like the shingles vaccine) when medically necessary to prevent illness.

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

UnitedHealthcare app: Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

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**



istock.com/SbytovatMN

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency 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 get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-800-348-4058, TTY 711

Suicide & Crisis Lifeline: 988

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

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

Crisis Lines for Help with Mental Health:

**1-844-534-HOPE (4673),
TTY 711**

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.