



Health Talk

Your journey to better health



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Winter 2024

¡Voltee para español!

**United
Healthcare
Community Plan**

What do you think?

You may be asked to complete a survey by mail, email or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better.

Preventive care

Healthy start

See your provider for an annual wellness visit

Get off to a healthy start this year by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit.

This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



Need a new provider? We can help you find one. Call Member Services toll-free at the phone number on Page 4.

UnitedHealthcare Community Plan
475 Kivert Street, Suite 310
Warwick, RI 02886

UNHC-112-RI-CAID
CSRI24MD0167490_000

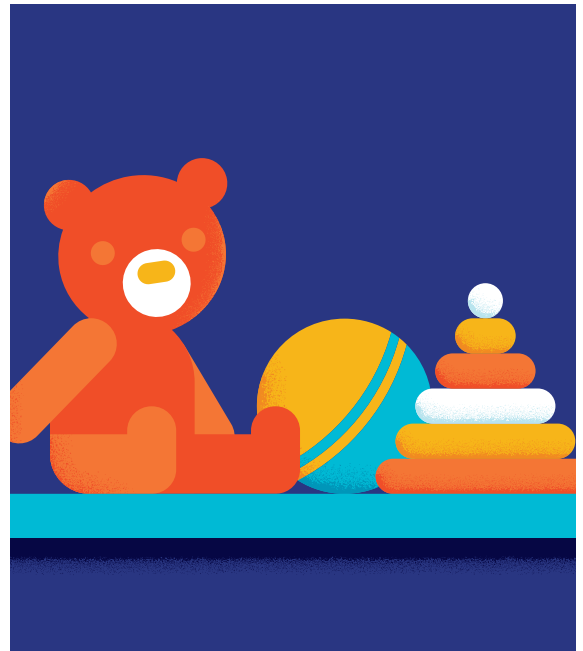
UnitedHealthcare® program

Oh, baby!

Earn rewards for getting care while pregnant

Did you know that without prenatal care, babies are 3 times more likely to be born small? If you are pregnant, it's important to see your provider early and often. This helps keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will get to listen to your baby's heartbeat. You also will have tests to catch any problems early.

When you go to these visits, you can earn rewards through our Healthy First Steps® program. Visit uhhealthyfirststeps.com to enroll after your first provider appointment. Or call **1-800-599-5985**, TTY **711**, for more information.



Mental health

Are you SAD?

Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Exercise.** Physical activity has been known to help people feel better and relieve stress. One Pass is a gym and online fitness membership offered to members ages 18 and older for no extra cost. You can get access to a network of gyms and fitness locations. There are also live, online fitness classes and on-demand workouts.
- **Spend time outdoors.** Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.
- **Take vitamins.** SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

iStock.com/dmbaker



Get moving. Visit rallyhealth.com/onepass-2022 to learn more about the fitness benefits available through your health plan.

Illness or injury

Know where to go

When you are sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help you get the treatment you need faster.

When can your primary care provider take care of you?

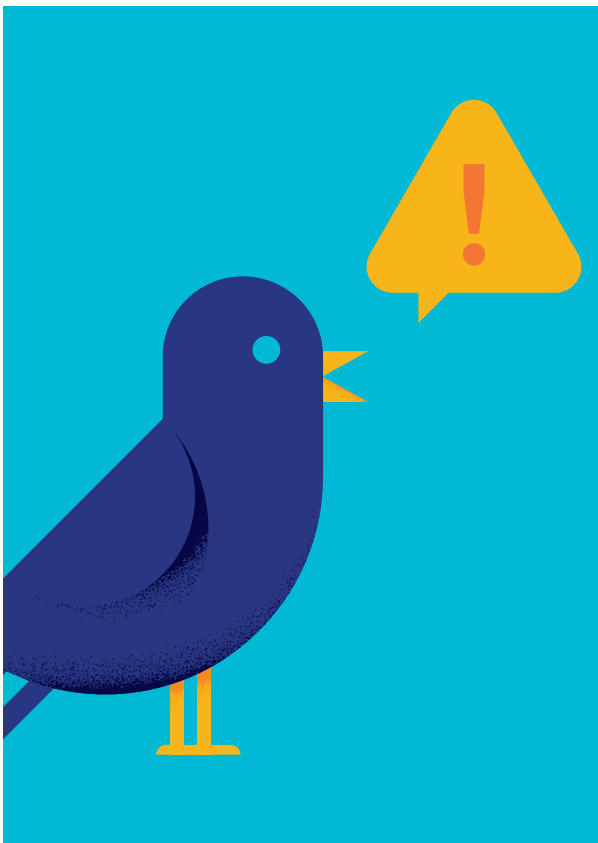
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy.

When should you go to urgent care?

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only.



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Cancer screenings

Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

Cervical cancer screening

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

Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

Lung cancer screening

Adults who are between the ages of 55 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).



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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).
1-800-587-5187, TTY 711

myuhc.com: 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™

Transportation: Non-emergency medical transportation is a covered benefit. You can arrange for rides to medical, dental or other health-related appointments. Bus tickets need to be requested 7 business days in advance. For van or taxi rides, call at least 2 days before your appointment.

1-855-330-9131, TTY 711

8 a.m.–5 p.m., Monday–Friday

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).

1-800-672-2156, TTY 711

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

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

liveandworkwell.com

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

1-866-784-8454, TTY 711

quitnow.net

BH Link: Mental health support is available 24 hours a day, 7 days a week.

401-414-LINK

(401-414-5465)



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 the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 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 or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: Language assistance services, free of charge, are available to you.
Call 1-800-587-5187, TTY 711.

Spanish

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo.
Llame al 1-800-587-5187, TTY 711.

Portuguese

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma.
Contacte 1-800-587-5187, TTY 711.

Chinese

注意：我們提供免費的語言援助服務。請致電 1-800-587-5187 或聽障專線(TTY) 711。

French Creole (Haitian Creole)

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

Mon-Khmer, Cambodian

សម្គាល់៖ សេវាកម្មជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានផ្តល់ជូនសម្រាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ
1-800-587-5187, TTY 711។

French

ATTENTION: vous pouvez profiter d'une assistance linguistique sans frais en appelant le
1-800-587-5187, TTY 711.

Italian

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero
1-800-587-5187, TTY 711.

Laotian

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ
1-800-587-5187, TTY 711.

Arabic

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

Russian

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону
1-800-587-5187, TTY 711.

Vietnamese

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

Kru (Bassa)

TÒ ƉÙŪ NÒMÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wudu-dù kò-kò po-nyò bě bìl nǝ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄ín, dá nòbà nìà ke: 1-800-587-5187, TTY 711.