



Health Talk

Your journey to better health

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United
Healthcare
Community Plan

What's inside

It's time for your annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.

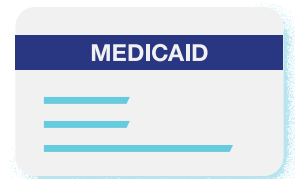


Medicaid renewal

Take action

What you need to do to renew your Medicaid benefits

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



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

United Healthcare Community Plan
PO Box 31349
Salt Lake City, UT 84130-9702

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Kids' health

Tips for switching from pediatric to adult care

As children get older, they will need to switch from pediatric care to adult care. This usually happens between the ages of 18 and 21.

Parents have an important role in helping their children learn to manage their health on their own. Below are a few questions you can ask your child's doctor:

- When can my child start to meet with you alone for part of the visit to become more independent in their healthcare?
- What does my child need to learn to get ready for adult healthcare?
- At what age does my child need to change to a new doctor for adults?
- Do you know any adult doctors for my child to transfer to?

Once your child is ready to switch to adult care, they can choose a new primary care physician. Then they should schedule an annual physical.



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Get moving

Visit rallyhealth.com/onepassIN to learn more about the fitness benefits available through your health plan.

Everyday life

3 ways to exercise

Exercise is an important part of a healthy lifestyle. It can help you manage diseases like diabetes, obesity and heart disease. Exercise also can help you feel better mentally. It can make you less stressed, sad and tired.

For many people, it can be hard to exercise. Here are 3 ideas to help you be more active. Before you begin, talk to your provider to make sure these exercises are good for you.

- 1. Move your arms.** Try raising your arms above your head and lowering them to your sides. Or you can stick them straight out from the sides of your body and move them in small circles.
- 2. Shrug your shoulders.** This exercise makes your back and neck muscles stronger.
- 3. Twist your body.** Side twists are a good way to strengthen muscles and decrease back pain. While sitting in a chair, twist your body to one side and hold for a few seconds. Then switch sides.

For a good workout, do each of these exercises at least 10 times.

Quit smoking

Tips for giving up tobacco for good

It isn't easy to quit tobacco and other nicotine use. It can take 8 to 10 tries before you quit for good. But with the right help, you can more than double your chances of quitting for good the first time you try.



When you quit, you deal with your body's reaction to giving up nicotine. And you deal with the stress you feel when you give up a habit. Both can be hard to do. Support, nicotine replacement and medications can help. Together, they work even better.

- Support from a counselor can be given by phone, one-on-one or in a group.
- Nicotine replacement helps relieve withdrawal symptoms. Choose from gums, patches, sprays, inhalers or lozenges.
- Medications work on chemicals in the brain to break your addiction.



Get support. Call or text the Indiana Quit Line at the numbers on Page 4 to for help quitting.

ADHD

Finding the right treatment for ADHD

If your child has attention deficit hyperactivity disorder (ADHD), their provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.

Be sure to keep regular appointments with their provider. Behavioral therapy and counseling can also help.



Flu shot

Fight the flu

It's time for your annual shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, it will help make the symptoms less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get your flu shot today. There is no cost to you to get a flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.

Member resources

Here for 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). **1-800-832-4643, TTY 711**

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free). **1-800-832-4643, 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). **1-800-832-4643, TTY 711**

Free Android Smartphone: Get unlimited talk, text and data each month. **mybenefitphone.com**



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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**

Quit Tobacco Use: Contact the Indiana Quit Line to receive coaching and supplies. Call **1-800-QUIT-NOW (1-800-784-8669)** or text **READY** to **34191** to register for free services.

Doctor Chat: Video chat with a doctor 24/7. **uhdoctorchat.com**

Mental health

Caring for your mind

Mental health includes our emotional, psychological and social well-being. It affects how we think, feel and act. It can also affect our physical health.

Mental health is important at every stage of life, from childhood to adulthood. It can change over time. That’s why it’s important to talk to your doctor if you are experiencing poor mental health symptoms. These can include:

- Difficulty sleeping
- Change in appetite
- Struggling to get out of bed
- Difficulty concentrating
- Loss of interest in things you usually find enjoyable
- Inability to perform usual daily functions and responsibilities

Don’t wait until your symptoms are overwhelming. Talk about your concerns with your primary care provider, who can refer you to a mental health professional if needed.





Contract services are funded under contract with the State of Indiana. 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 **1-800-832-4643**, TTY 711, 8 a.m. – 8 p.m. EST, 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 **1-800-832-4643**, 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 **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိမူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، ف تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1**، الهاتف النصي **TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) 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 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**