



Health Talk

Your journey to better health

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Winter 2023

¡Voltee para español!

United
Healthcare
Community Plan

Protect your health

Learn about the flu vaccine at myuhc.com/findflushot. Find information on the COVID-19 vaccine at uhccommunityplan.com/covid-19/vaccine.



Health + Wellness

Ready to quit?

We're here to help

Treating nicotine dependence is a top priority of UnitedHealthcare Community Plan. If you are ready to be nicotine free, we are here to help you.

Whether you are using nicotine by smoking, vaping, oral chew or pouch, your provider can offer counseling and medications that are covered by your health insurance. These tools can help you quit successfully.



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Quitting time. Call the Pennsylvania Tobacco QuitLine for more help with quitting. The phone number is **1-800-QUIT-NOW (784-8669)**, TTY/PA Relay **711**. Or visit pa.quitlogix.org to get more support.

UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

UNHC-068-PA-CAID

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Dental Care



Diabetes and your dental health

According to the Centers for Disease Control, more than 37 million people in the United States have diabetes. And 1 in 5 do not know they have it.

High blood sugar can make it more difficult to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



Smile. If you need help finding a dentist or getting an appointment, we can help. Call Member Services toll-free at **1-800-414-9025**, TTY/PA Relay **711**.

Everyday Life

Heart smart

Know your cholesterol numbers

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind.

Keeping your cholesterol levels in check is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke. Ask your doctor about the right levels for you. Ideal numbers are based on your sex and heart disease risk factors.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication also can help lower it if it is too high.



Get tested. The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years.



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Domestic Violence

Abuse and disability

People with disabilities experience domestic violence. They are abused more often than those without a disability. Abusers may use a person’s disability to control them. Abusers may also:

- Refuse to help with everyday needs like eating, showering or dressing
- Refuse to give medications
- Say the abuse is because of the disability
- Keep you from seeing your provider alone

There are resources for survivors of domestic abuse who have disabilities. See Page 4 for more information.

Teen Health

Time for a change

Teens have unique health care needs. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider (PCP) who treats adults. Your daughter may need a women's health provider, such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/communityplan. Or call Member Services toll-free at **1-800-414-9025**, TTY/PA Relay **711**.



Childhood Vaccines



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Stay on schedule

Vaccines are important

One side effect of people staying home due to COVID-19 is that children have not been seeing their primary care providers (PCPs) to get their scheduled vaccines. This means more children are now at risk for diseases that can be prevented by vaccines.

Although you may be worried, it is perfectly safe for your child to see their PCP in person to get their shots. Many providers have put extra precautions in place to make sure your visit is safe.

Talk to your child's provider about which vaccines your child needs. If your child has fallen behind schedule with their shots, it is not too late to make up the ones they missed.

From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza



Learn more. To see the full childhood vaccine schedule, visit cdc.gov/vaccines.

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).
1-800-414-9025,
TTY/PA Relay **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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).
1-844-222-7341,
TTY/PA Relay **711**

One Pass Gym and Digital Fitness Membership:

Get access to a network of gyms and fitness locations and live, digital fitness classes and on-demand workouts. Available at no extra cost to eligible members. Bring a caregiver to the gym with you at no extra cost. Must be aged 18 or older.
uhccp.com/onepasspa
1-800-414-9025,
TTY/PA Relay **711**

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.
1-877-844-8844,
TTY/PA Relay **711**

Suicide & Crisis Lifeline: For help, call **988**.

Medical Assistance Transportation Program (MATP): MATP provides nonemergency transportation to medical and pharmacy visits. MATP in your county will determine your need for the program. Call Member Services to arrange transportation.
1-800-414-9025,
TTY/PA Relay **711**



istock.com/ferrantraite

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).
1-800-414-9025,
TTY/PA Relay **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/PA Relay **711**
uhchealthyfirststeps.com

Domestic violence resources

Pennsylvania Coalition Against Domestic Violence: Use this website to find local domestic violence programs. The services offered by these programs are free and confidential.
pcadv.org/find-help/find-your-local-domestic-violence-program

The National Domestic Violence Helpline: Get free and confidential help 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE (7233)
thehotline.org

Disability resources

Developmental Disabilities Council: Get a list of organizations that can help people with disabilities find resources and support (toll-free).
1-877-685-4452
paddc.org

Centers for Independent Living: Get services for people with disabilities. Many of their staff and board members have disabilities.
717-364-1732
pasilc.org



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025**, TTY/PA RELAY **711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675
Phone: **717-787-1127**, TTY/PA Relay **711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711**।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ : ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711**។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယုၣ် သဠည ဂျမန္တစကား ဝေဂျဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ် အခမဲ့ ဝေဆာငံြကပေးပါမည့်။ ဖုန်းနံပါတ် **1-800-414-9025၊ TTY RELAY: 711** သို့ ဝေငှဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711.**

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**