



# Health Talk

Your journey to better health



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Fall 2022

United  
Healthcare  
Community Plan

## What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



Health + Wellness

## Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.



UnitedHealthcare Community Plan of Louisiana  
P.O. Box 31341  
Salt Lake City, UT 84131-0341

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Everyday Life

# You're in control

## 5 tips for a healthier heart

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.



### Maintain a healthy weight.

A body mass index (BMI) between 18.5 and 24.9 is a healthy weight for adults. You can find out how to figure out your BMI at [cdc.gov/bmi](https://www.cdc.gov/bmi).



**Take your medicine.** If your provider prescribes blood pressure medicine, take it as directed. Use notes, alarms or smartphone apps to help you remember.



**Eat well.** Add more fruits, vegetables, whole grains, low-fat dairy and lean proteins to your meals. Reduce saturated fat and added sugars. Limit processed and fast food.



**Get moving.** Aim for 30 minutes of moderate-intensity activity 5 days a week.



**Limit alcohol.** One drink a day for women or 2 for men is a moderate amount.



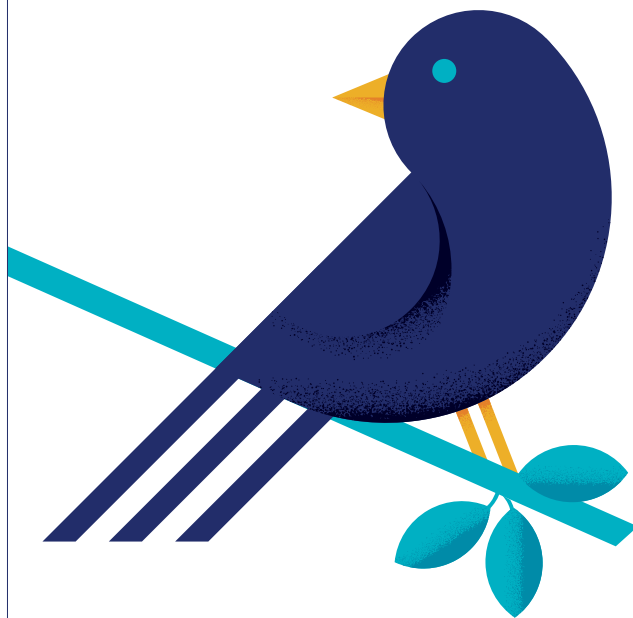
**Get checked.** A healthy blood pressure is 120/80 or lower. Ask your provider if you should have your blood pressure checked at your next visit.

## Coverage Information

# Keep your plan going

Make sure you keep the same plan in 2023 to enjoy all the same benefits you have today. Act between Nov. 8 and Dec. 29 to avoid any interruption in your UnitedHealthcare Community Plan coverage. Here's how:

- **Online** — Visit [myplan.healthy.la.gov](https://myplan.healthy.la.gov) and choose UnitedHealthcare Community Plan.
- **App** — Download the Healthy Louisiana app from the App Store or Google Play.
- **Phone** — Call **1-855-229-6848**, TTY **1-855-526-3346**, Monday-Friday, 8 a.m.–5 p.m., and select UnitedHealthcare Community Plan. You can also use the automated system 24/7: TTY **1-800-292-3572**.



## Controlling Asthma

# Breathe deeply

## Understanding asthma medications

There are many different medications for asthma. The doctor will prescribe the right ones for you or your child. In general, there are 2 types of asthma medications.

- **Long-term medications** — Some drugs are taken every day. These long-term medications keep asthma under control. They may take a while to start working. Not everyone with asthma needs long-term medications.
- **Rescue medications** — Most people with asthma have rescue medications. You take them only when you are having symptoms. They should be with you all the time, just in case you need them. Rescue medications can stop an asthma attack in minutes.



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## Important Vaccine

# Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, visit [myuhc.com/findflushot](https://myuhc.com/findflushot).



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## Member Resources

# Here for you

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

**1-866-675-1607, TTY 711**

**Our website:** Our website keeps all your health information in one place. You can find a provider, view your benefits or see your member ID card, wherever you are.  
**[myuhc.com/communityplan](http://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).

**1-877-440-9409, TTY 711**

**Transportation:** Call to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 2 business days before your appointment. We will try to use the least expensive way available to get you to the nearest preferred provider within a reasonable distance.

**1-866-726-1472**

**Paperless communication:** Let us know if you are interested in receiving digital files, emails and text messages.

**[myuhc.com/communityplan/preference](http://myuhc.com/communityplan/preference)**

**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).

**1-866-675-1607, TTY 711**

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

**[assurancewireless.com/partner/buhc](http://assurancewireless.com/partner/buhc)**

**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](http://uhchealthyfirststeps.com)**

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

**1-866-784-8454, TTY 711**  
**[quitnow.net](http://quitnow.net)**

**988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline):** Get access to call, text and chat support 24 hours a day, 7 days a week. They provide trained crisis counselors who can help people experiencing suicidal thoughts, substance use, a mental health crisis or any other kind of emotional distress.  
**988**

**Crisis Line:** Call when experiencing a behavioral health crisis. Once the emergency is resolved, we will connect you to treatment and additional support services.

**1-866-232-1626, TTY 711**



UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan.

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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 Member Services at **1-866-675-1607**, TTY **711**, 7 a.m.–7 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

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 Member Services at **1-866-675-1607**, TTY **711**, 7 a.m.–7 p.m., Monday–Friday.

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-675-1607, TTY 711.**

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-675-1607, TTY 711.**

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-675-1607, TTY 711.**

## Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-866-675-1607**，或聽障專線 **TTY 711**。

## French

ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-675-1607, TTY 711.**

## Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-866-675-1607، الهاتف النصي 711.**

## Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-675-1607, TTY 711.**

## German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-675-1607, TTY 711.**

## Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-675-1607, TTY 711** 로 전화하십시오.

## Japanese

ご注意：日本語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 **1-866-675-1607**、または **TTY 711**。

## Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-675-1607, TTY 711.**

## Portuguese

ATENÇÃO: Se fala português, é-lhe disponibilizado um serviço gratuito de assistência linguística.  
Ligue **1-866-675-1607, TTY 711.**

## Laotian

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວແມ່ນມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຊ້ຈ່າຍໃຫ້ແກ່ທ່ານ.  
ໂທຫາ **1-866-675-1607, TTY 711.**

## Urdu

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبانی اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں  
**TTY 711، 1-866-675-1607**

## Persian (Farsi)

توجه: اگر به زبان فارسی صحبت نمی‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با  
**تماس بگیرید. TTY 711، 1-866-675-1607**

## Thai

โปรดทราบ : หากท่านพูดภาษาไทย จะมีบริการให้ความช่วยเหลือด้านภาษาแก่ท่านฟรีโดยไม่มีค่าใช้จ่าย  
โทร **1-866-675-1607, TTY 711.**