



# Health Talk



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Summer 2022

United  
Healthcare  
Community Plan



## Lather up

The whole family should wear sunscreen any time you go outside this summer. Use a sunscreen that is broad spectrum, water resistant and has a sun protection factor (SPF) of 30 or higher.



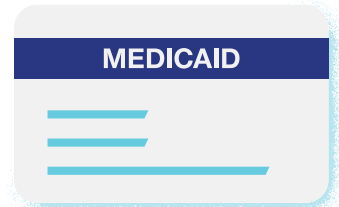
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## Keep your coverage

### What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- Online
- By mail
- By phone



**Don't miss out.** Learn more about Medicaid renewal in Washington at [uhc.care/pch2gc](https://uhc.care/pch2gc).

UnitedHealthcare Community Plan  
PO Box 31349  
Salt Lake City, UT 84131

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Healthy mind, healthy body

## Helping kids and families through tough times

UnitedHealthcare and Sesame Street® want to help kids grow smarter, stronger and kinder. So they partnered to create 3 storybooks. These stories can help kids and their families learn how to deal with tough times.

Visit [uhccommunityplan.com/grow](https://uhccommunityplan.com/grow) to read or download the stories.

### **Bounce Back**

A family faces big changes and learns how to cope.

### **Looking for Special**

A family goes through tough times but is stronger for it.

### **The Monster Dash**

A family navigates addiction struggles and foster care.



istock.com/monkeybusinessimages

## Just for you

### Get personalized health plan information

When you sign up for [myuhc.com/communityplan](https://myuhc.com/communityplan), you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you



**Sign up today.** It only takes a few minutes. Then you can log in anytime. To get started, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

## Health care for everyone

UnitedHealthcare is committed to making the health system better. We are working to provide quality and unbiased care for all members — no matter their race, place or situation.



We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 4 of this newsletter to let us know how we're doing.

# Summer bucket list

## 5 healthy and fun activities to check off your bucket list this summer

Are you looking for fun ideas to get moving this summer? Here are 5 simple activities to try.



**1. Take a walk, and track your steps.** Walks are a great way to get low-impact exercise. Use a step-tracking app on your phone to watch your progress.



**2. Check out a farmers market.** Go with your family to learn about the food you eat. Farmers markets are a great place to get quality and nutritious produce.



**3. Have a barbecue or picnic.** Summer is the time for eating outdoors with family and friends. Try our recipe for a bright and healthy side dish: [healthtalksiderecipe.myuhc.com](https://www.healthtalksiderecipe.myuhc.com).



**4. Plant a garden.** Gardening is a fun and educational activity for the whole family. Take notes on what works well. Then watch your garden grow.



**5. Take in a game.** Sporting events are more than just fun to watch. They can also get your children excited about physical activity.



### Explore more

Looking for even more activities to do this summer? Check out the list of state tourism websites at [usa.gov/state-travel-and-tourism](https://www.usa.gov/state-travel-and-tourism).



istock.com/eggeegjlew

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-877-542-8997, TTY 711**

**Our website:** Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

**UHC Doctor Chat:** Skip the waiting room and video chat with a doctor 24 hours a day, 7 days a week.

**[uhcdoctorchat.com](https://uhcdoctorchat.com)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-877-543-3409, TTY 711**

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

**1-866-784-8454, TTY 711**

**[quitnow.net](https://quitnow.net)**

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

**Behavioral Health Hotline:** Get help for mental health and substance use issues.

**1-800-435-7486, TTY 711**



# Beat the rush

## Wellness visits are important for children as they head back to school

Children should have wellness visits throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at **[cdc.gov/vaccines](https://cdc.gov/vaccines)**. If your child missed any of their vaccines this year, it's not too late to get them.



**Get checked.** Call your child's provider to make an appointment today. To find a new provider, visit **[myuhc.com/communityplan](https://myuhc.com/communityplan)**. Or call Member Services toll-free at the phone number listed in the resource corner at left.



UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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 can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997**, 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 **1-877-542-8997**, TTY **711**.

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 **1-877-542-8997**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntawv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntwam 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፣ እባክዎ በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡-1-877-542-8997፣ መስማት ለተሳናቸው/TTY: 711

Tigrinya:

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Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົນຕໍ່ຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ຈຳນວນ 1-877-542-8997, TTY:711.

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho Unitedhealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់លោកអ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan ឬលេខ 1-877-542-8997 ឬ ប្រមាញ់អ្នកឆ្លង TTY: 711។

Tagalog:

Kung ang nakalaking impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارتباطی برای ناشنویان TTY: 711