



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

AHCCCS Complete Care

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.

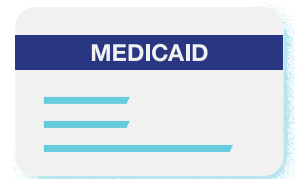


Medicaid renewal

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 may call it recertification or 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.

UnitedHealthcare Community Plan
1 E. Washington St. #900
Phoenix, AZ 85004

UNHC-110-AZ-CAID
UHAZ23MD0149774_001

Breast cancer screening

Be your best self

Take time to get a mammogram

For women, it's important to get a mammogram when your health care provider says you should. A mammogram is an X-ray of the breasts that can help find breast issues. It may help find breast cancer early, when it is easier to treat.

Taking care of your health is important. It is not selfish. Plus, being healthy helps you take care of your family.

Getting a mammogram can save your life. It is a covered benefit for women based on your age and risk factors. That means you can get one at little or no cost to you.



Take care. Talk to your health care provider about if you should get a mammogram. To learn more about your mammogram benefits, call Member Services toll-free at the phone number on Page 4.



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Everyday life

2 ways to exercise

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

Fitting exercise into a busy day can be hard — especially when you have work, school and family time. Here are 2 ideas to help you be more active:

- 1. Your daily activity counts as exercise.** Walking to work or at work is a great way to get exercise. The fresh air is good for your mind, too.
- 2. Take a break from work and move when you can.** Stretch or walk around for a few minutes each hour.

Before you begin any exercise program, talk to your provider.

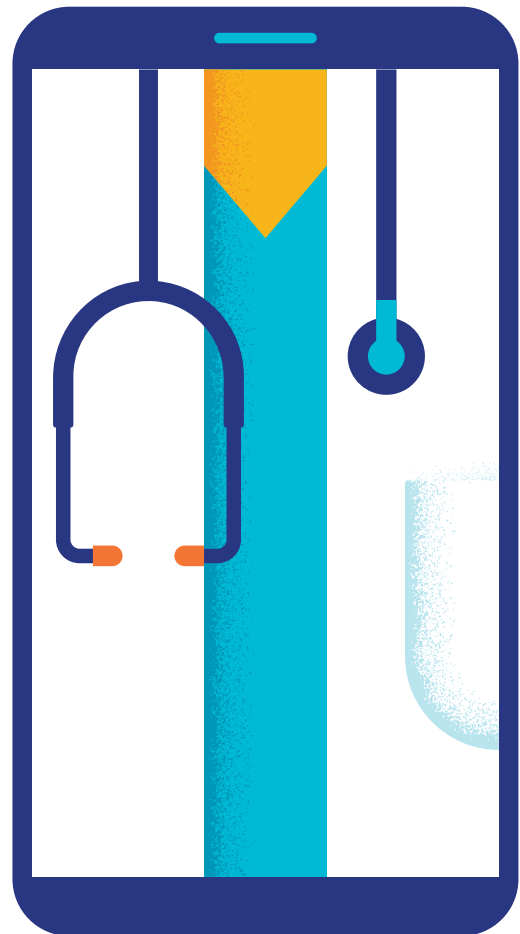
Learn more about you

Online resources to understand your health conditions

People who have been diagnosed with a disease often have questions. You may wonder:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

We have a disease management program to help you learn more and manage your health better. Visit myuhc.com/communityplan/healthwellness to learn about diseases for which care management help is offered. You can get support for chronic conditions such as asthma, diabetes, heart failure and kidney disease. There are more diseases you can get help for, too. Call Member Services toll-free at the phone number on Page 4 for more information.



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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.



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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).

1-800-348-4058, 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™

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-877-440-0255, TTY 711

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or if you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

1-888-700-6822 or 1-602-889-1777, 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).

1-800-348-4058, TTY 711

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

assurancewireless.com/partner/buhc

Arizona Smoker's Helpline (ASHLine): Get help quitting smoking (toll-free).

1-800-556-6222

ashline.org

Go digital: Sign up for email, text messages and digital files to get your health information more quickly.

myuhc.com/communityplan/preference

Suicide & Crisis Lifeline: 988

Crisis Lines for Help With Mental Health:

1-844-534-HOPE (4673), TTY 711

Office of Individual and Family Affairs (OIFA):

We're here to help. Call Member Services and ask to speak with OIFA.

1-800-348-4058, TTY 711



Contract services are funded under contract with the State of Arizona. 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 **1-800-348-4058**, 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 Member Services at **1-800-348-4058**, 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 **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.