



# Health Talk

Your journey to better health

Terry Vine/YinYang



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United  
Healthcare  
Community Plan

## What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get her medication.



Health + Wellness

## What is WIC?

### Support for feeding your family

Are you the primary caregiver for an infant or child under age 5? If so, you may be able to get help from the Women, Infants and Children (WIC) program. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables and more. Visit [health.hawaii.gov/wic](http://health.hawaii.gov/wic) to learn more and see if you are eligible.



**Dinner time.** Make a soup with pantry staples. Visit [uhc.care/wintersoup](http://uhc.care/wintersoup) for easy ideas.

UnitedHealthcare Community Plan  
1132 Bishop Street, Suite 400  
Honolulu, HI 96813

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Everyday Life

# Over-the-counter benefits

## Save money at the pharmacy

Prices are getting higher for many of the things you need. Do you purchase over-the-counter (OTC) medications? These are items you can buy without a prescription. They include:

- Sinus and allergy medicine
- Pain relievers such as Tylenol, Advil or aspirin
- Vitamins
- Cough medicine
- Heartburn medicine
- First-aid cream
- Contraceptives
- Products to help you quit smoking

Your health plan may be able to save you money. You may have benefits that reduce the cost of OTC medications.



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**Save today.** Call Member Services toll-free at the phone number on Page 4 to learn how to use your OTC medication benefits.

### Member Experience

## A helping hand

When you have issues with your health coverage, we're here to help. A member with diabetes was having trouble getting medication for her insulin pump. So, she called Member Services.

Member Services worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member was able to get her medicine.

The member was very thankful for the help. She now knows she can contact the case manager for any future needs. This kind of help from Member Services is available to all members.



**Support when you need it.** Call Member Services toll-free at the phone number on Page 4. We're here to help.



## Did you know?

Your benefits may include transportation services to and from your medical visits. See Page 4 to learn more.

### Covered Care

# Are you due for care?

## Screenings and vaccines keep you healthy

Adult preventive care is important. It helps you stay healthy. Preventive care includes routine screenings and vaccines. Here are some you may be due for.



### Blood pressure screening

Keeping your blood pressure in check is important. Adults should have their blood pressure looked at during each health care visit.



### Diabetes screening

Having diabetes can cause other health problems. Adults between the ages of 40 and 70 who are overweight or obese should be screened.



### Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. There are a few ways to get screened. These include colonoscopy or at-home tests.



### Influenza (flu) vaccine

All adults should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



### COVID-19 vaccine

The Centers for Disease Control and Prevention (CDC) recommends everyone stay up to date with their COVID-19 vaccines. If you have not gotten the COVID-19 vaccine yet, you should get 2 primary doses. If you received the COVID-19 vaccine already, updated booster shots are available. They protect you from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



### Tetanus, diphtheria, pertussis (Tdap) vaccine

Adults who have never received the Tdap vaccine should get a dose of Tdap. Adults who have received a Tdap shot should get a booster dose every 10 years.



**Check it out.** Checklists to help you prepare for your visit are available. Visit [adultwellnessvisit.myuhc.com](https://adultwellnessvisit.myuhc.com).

## 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).  
**1-888-980-8728, TTY 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**

**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).  
**1-888-980-8728, TTY 711**

**Go digital:** Sign up for email, text messages and digital files to receive your health information more quickly.  
**myuhc.com/communityplan/preference**

**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**

**Hawai'i Tobacco Quitline:** This is a free service for residents of Hawai'i who want to quit. Enroll online or call (toll-free).  
**1-800-784-8669, TTY 711**  
**hawaiiquitline.org**

**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).  
**1-888-980-8728, TTY 711**

**Transportation:** Medical transport is covered for health care treatment or evaluation in some cases. If you have no way to get to the doctor, you live in an area with no public transport or you cannot use public transport because of your medical condition, call our QUEST Integration Transportation Services ModivCare. Call ModivCare as soon as you make your appointment or at least 48 hours in advance. All medical appointments made with your doctor should be scheduled between Monday through Thursday and no later than 2 p.m. Requests for a Monday appointment should be made by Thursday at noon.  
**1-866-475-5746, TTY 1-866-288-3133**



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex/gender (expression or identity)

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 us toll-free at **1-888-980-8728**, **TTY 711**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or has discriminated in any way, you can file a grievance with:

**Civil Rights Coordinator**  
**UnitedHealthcare Civil Rights Grievance**  
P.O. Box 30608  
Salt Lake City, UT 84130  
Email: **UHC\_Civil\_Rights@uhc.com**

You can also file a grievance 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:

By mail: U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

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

(English) Do you need help in another language? We will get you a free interpreter. Call <b>1-888-980-8728</b> to tell us which language you speak. (TTY: <b>711</b> ).
(Cantonese) 您需要其他语言吗? 如果需要, 请致电 <b>1-888-980-8728</b> , 我们会提供免费翻译服务 (TTY: <b>711</b> ).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'interprète. Appelez le <b>1-888-980-8728</b> pour nous indiquer quelle langue vous parlez. (TTY : <b>711</b> ).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter <b>1-888-980-8728</b> und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: <b>711</b> ).
(Hawaiian) Makemake 'oe i kōkua i pili kekahi 'ōlelo o nā 'āina 'ē? E kī'i nō mākou i mea unuhi manuahi nou. E kelepona i ka helu <b>1-888-980-8728</b> no ka ha'i 'ana mai iā mākou i ka 'ōlelo āu e 'ōlelo ai. (TTY: <b>711</b> ).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti <b>1-888-980-8728</b> tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: <b>711</b> ).
(Japanese) 貴方は、他の言語に、助けを必要としていますか? 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 <b>1-888-980-8728</b> に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: <b>711</b> ).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. <b>1-888-980-8728</b> 로 전화해서 사용하는 언어를 알려주십시오 (TTY: <b>711</b> ).
(Mandarin) 您需要其它語言嗎? 如有需要, 請致電 <b>1-888-980-8728</b> , 我們會提供免費翻譯服務 (TTY: <b>711</b> )。
(Marshallese) Kwōj aikuj ke jipañ kōn juon bar kajin? Kōm naaj lewaj juon am ri-ukok eo ejjeļok wōņean. Kūrtok <b>1-888-980-8728</b> im kowaļok ñan kōm kōn kajin ta eo kwō meļeļe im kōnono kake. (TTY <b>711</b> ).
(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea <b>1-888-980-8728</b> pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: <b>711</b> ).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al <b>1-888-980-8728</b> y díganos qué idioma habla. (TTY: <b>711</b> ).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa <b>1-888-980-8728</b> para sabihin kung anong lengguwahe ang nais ninyong gamitin (TTY: <b>711</b> )
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he <b>1-888-980-8728</b> 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: <b>711</b> ).
(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi <b>1-888-980-8728</b> nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: <b>711</b> ).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa <b>1-888-980-8728</b> aron magpahibalo kung unsa ang imong sinulti-han. (TTY: <b>711</b> ).