



Health Talk

Your journey to better health

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Spring 2023 Bonus

¡Voltee para español!

Long Term Care

United
Healthcare
Community Plan

What's inside

Our Member Services team is here to help you. See Page 2 for a story about social determinants of health and the importance of talking with your case manager.



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 fns.usda.gov/wic to learn more and see if you are eligible.



Dinner time. Make a soup with pantry staples. Visit uhc.care/wintersoup for easy ideas.

Everyday Life



Social needs

Connecting you to community resources to help you stay healthy

Life factors can be just as important as medical visits in affecting our health. About 80% of health is determined by what happens outside of the doctor's office. That is why it is important for you and your case manager to discuss social determinants of health (SDOH). They include:

- Access to quality health care
- Financial stability
- Access to and opportunities for education and employment
- Access to food
- Obtaining or maintaining affordable housing
- Access to transportation
- Social support, including community involvement
- Access to and opportunities for recreational or leisure activities

UnitedHealthcare understands the importance of addressing SDOH as part of improving care delivery, health outcomes and health equity. We created a SDOH screening website to help identify community resources to address SDOH and improve the health and well-being of our members.



Learn more. We want to make it easier for you to stay healthy and happy. Visit uhhealthierlives.com to search for free or reduced-cost community programs and services in your area.

State Benefit

Plan for your future

Get help from Disability Benefits 101

Visit Disability Benefits 101 at az.db101.org/uhc to discover how work may impact your benefits. It can help you understand your work incentive options, take control of your benefits and plan for your future. There are online benefit and work calculators for both youth and adults.

Some of the topics covered at Disability Benefits 101 include:

- **Your situation** — Take a personal approach to benefits planning.
- **Cash benefits** — Learn about benefits that can help you meet your basic needs.
- **Going to work** — Find job support and learn how a job can affect your benefits.

- **Young people and benefits** — Learn how to manage school, work and benefits, including tips for parents.
- **Health care coverage** — Explore many health coverage options, from both public and private sources.
- **AHCCCS Freedom to Work Program** — Learn how state and federal programs can support your career plans.



See how work and benefits go together. Visit az.db101.org/uhc to learn more.



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Health Care Decisions

Make your wishes known

Learn about advance directives

You have the right to say “yes” or “no” to procedures, tests and treatments. But what would happen if you couldn’t make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end-of-life care known in advance. The Arizona Advance Directive

Registry is a free registry you can use to electronically store and access your medical directives. This secure and confidential program grants peace of mind to registrants and their families. It also provides easy access to all health care providers.



istock.com/PeopleImages



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at healthcurrent.org/azhdr.

Member Benefit

Health support at your fingertips

Introducing Assurance Wireless Lifeline Service

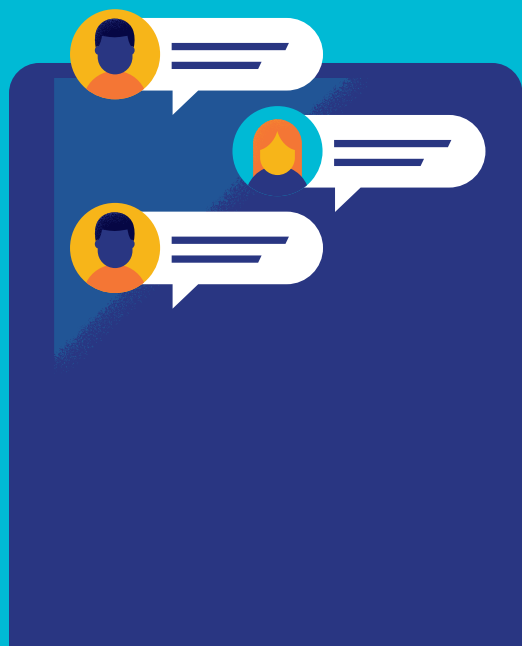
As a member, or as the guardian of a UnitedHealthcare member, you may qualify for Assurance Wireless Lifeline Service, a mobile phone and service plan, at no cost. As an Assurance Wireless customer, you can easily access:

- Health-related information from UnitedHealthcare
- Benefit and program reminders via text for you and your family
- UnitedHealthcare Member Services

Already have Lifeline? You can switch from your current service provider.



Apply now. Visit assurancewireless.com/partner/buhc to apply or learn more about Assurance Wireless Lifeline plans. Get ready to enjoy mobile health support at no cost to you.





Did you know?

Your benefits always include transportation services to and from your medical and behavioral health visits. See Page 6 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.

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).

1-800-293-3740, 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

Member Handbook: Find it online. Upon request, Member Services will email or mail it to you at no cost (toll-free).

1-800-293-3740, TTY 711

uhccommunityplan.com/az/medicaid/long-term-care

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

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

myuhc.com/communityplan/preference

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

1-800-QUIT-NOW (1-800-784-8669)

ashline.org

Case 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).

1-800-293-3740, TTY 711



Steve Nagy/stock.adobe.com

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

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose "upgrade through insurance." Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

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. Non-emergency 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 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

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.

1-800-293-3740, 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 **1-800-293-3740**, 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 **1-800-293-3740**, 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 **1-800-293-3740**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.