



Health Talk

Your journey to better health



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Summer 2023
¡Voltee para español!

United
Healthcare
Community Plan

Renew today

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



Diabetes

Under control

Why test for A1c?

If you're diabetic, you know how important it is to check your blood sugar often. But pricking your finger only tells you about your blood sugar at that moment.



There is a test that your doctor does that gives a more complete picture. It's called A1c and it provides an average of your glucose over a 6- to 12-week period. It's important to keep your blood sugar controlled over the long term to prevent serious complications.

If your diabetes is not well-controlled, you should have an A1c test every 3 months. If you do have good control, 2 tests a year are recommended.

UnitedHealthcare Community & State
13655 Riverport Drive
Maryland Heights, MO 63043

AMC-108-MO-CAID

CSMO23MD0093210_002
UHC-24035 8/10/23



Health coverage

Choose how to renew

What you need to do to renew your MO Healthnet benefits

Online: When your renewal is due, create an account for the Family Support Division (FSD) portal at my.mo.gov/fsdbenefits. Then, complete and submit your form. You can also upload a copy of your completed and signed annual renewal form to the FSD.

By phone: Call FSD at **855-FSD-INFO (855-373-4636)**.

In person: Visit a local FSD office. Be sure to take needed documents with you.

By mail: Complete the form mailed to you and return it to the FSD.

Routine vaccinations

Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It's important for their health, and their school may require it.

One of the things the doctor will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their baby immunizations, there are more needed for school-age kids, such as:

- **COVID-19 and Flu:** Recommended each year
- **Tdap:** Age 11–12
- **HPV:** Age 11–12
- **Meningococcal:** Age 11–12 and age 16



See your provider. Does your child have an appointment for their back-to-school checkup? If not, call today to make one.





gettyimages.com/JGI/Tom Gill

Well-child visits

Grow up strong

Babies need frequent checkups

It's important to have well-child visits or checkups with your child's primary care provider (PCP) on time. It is recommended that infants and children receive at least 6 well-child visits within the first 15 months of life. Take your baby for well-child visits at the following ages:

- Newborn
- 1 month
- 2 months
- 6 months
- 9 months
- 12 months
- 15 months

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines they are due for. The PCP will answer your questions about your child's health.



Quit vaping

Put down that vape

E-cigarettes are as unhealthy as regular cigarettes

A 2022 study¹ found that more than 2.5 million teenagers use e-cigarettes, or vapes. This is about 14% of high schoolers and 3% of middle schoolers. Of those, 1 in 4 vape every day, and 85% use flavored products.

People often think e-cigarettes are safer than regular cigarettes. This is not true. Both contain nicotine, which is addictive. One Juul pod has as much nicotine as a whole pack of cigarettes.

E-cigarettes also have toxic chemicals that can damage your child's lungs and brain. Some vaping devices look like USB drives or pens, making it easier for your child to hide them.

Vaping is dangerous for adults, too. While it has some of the same long-term risks as cigarettes, it can also cause sudden lung damage in people of any age. This can be permanent or deadly.

¹ Centers for Disease Control and Prevention (CDC), 2022.



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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).
1-866-292-0359, 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).
1-866-351-6827, TTY 711

Quit For Life: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

Transportation benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement: Call MTM.
1-844-529-1801, TTY 711
Monday–Saturday, 6 a.m.–5 p.m.

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).
1-866-292-0359, TTY 711

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.
liveandworkwell.com

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
uhhealthyfirststeps.com

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

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

Member Rights and Responsibilities: To see member rights and responsibilities, please refer to member resources at:
uhccommunityplan.com/mo/medicaid/mo-health-net.



UnitedHealthcare Community Plan does not treat members differently because of race, color, national origin, sex, age or disability.

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com
1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Get complaint forms 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 communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359**, **TTY 711**.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359**, **TTY 711**.

Traditional Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-292-0359**，**TTY 711**。

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359**, **TTY 711**.

Serbo- Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359**, **TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359**, **TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا. اتصل على الرقم

1-866-292-0359 ، الهاتف النصي **711** .

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711** 로 전화하십시오.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

Pennsylvania Dutch

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ ምንም ወጪ ሳያስወጣዎት፣ ሊያግዙዎት ተዘጋጅተዋል፤ ወደ ሚከተለው ቁጥር ይደውሉ **1-866-292-0359, TTY 711።**