



# HealthTalk

Your journey to better health



## 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 2.

## Covered care

### Dr. Chat

#### Manage your health on the go

Skip the waiting room and chat with a primary medical provider (PMP) on UHC Doctor Chat, at no cost to you.

PMPs are available 24 hours a day, 7 days a week and can answer questions big or small. Get the answers, treatment and follow-up care you need, when you need it .



You can reach Dr. Chat online at **myuhc.com/communityplan** or from the mobile app. Download the app today on the App Store® or Google Play™ or learn more at **UHCDoctorChat.com**.

## Fight the flu

### It's time for your annual flu 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, your symptoms will be 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. We have an online tool that makes it easier to schedule one. Visit [myuhc.com/findflushot](https://myuhc.com/findflushot).



## Take action

### What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Indiana's Division of Family Resources (DFR) will tell you when its time. They call it redetermination.

Make sure the DFR can reach you when it is time to renew. Give them your current address, email and phone number. It is important to 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](https://uhc.com/staycovered).

## Ready, set, quit

### Help to quit smoking for good

It's no secret that it is hard to quit smoking and you might not know where to begin. Regardless of what stage of life you are in, a teenager, an expectant mom or an adult, quitting smoking is one of the most important actions you can take to improve your health. This is true no matter how long you have been smoking.

With the right support, you can more than double your chances of quitting for good.<sup>1</sup> Here are some ways to get help:

- Support from a counselor can be given by phone, one-on-one or in a group.
- Nicotine replacement helps relieve withdrawal symptoms. Choose from gums, patches, sprays, inhalers or lozenges.
- Medications that work on chemicals in the brain to break your addiction. Call **1-800-QUIT-NOW (1-800-784-8669)** to start today

## Disease Management

# Improve your COPD symptoms

More than 16 million Americans have chronic obstructive pulmonary disease (COPD).<sup>1</sup> It causes coughing, wheezing, shortness of breath and increased mucus. It is more common for people over age 65.

COPD has to be diagnosed by a health care provider. If you have it, there are many ways you can improve your symptoms. Quitting smoking and taking medication can both help.

It is also important to take your medicine as prescribed. It will help you feel better. It can also help prevent “flare-ups” that make it hard to breathe.



## Transitions of care

# Follow-up care is important

## What to do after getting home from the hospital

The time immediately following a hospitalization or emergency room visit can be overwhelming. Take these steps to help ease this transition:

1. Understand your discharge instructions. Your nurse or provider should review these with you before you leave the hospital. Ask questions about anything you don't understand.
2. Fill any new prescriptions. While at the pharmacy, ask the pharmacist to review your entire list of medications for any possible drug interactions.
3. Make a follow up appointment with your primary medical provider (PMP) or behavioral health provider within 7 days following your discharge. Bring a copy of your discharge instructions and a list of any new medications prescribed to you.

Ask for support. Many people need extra help during this time. Asking for support from others may be just what you need for a speedy recovery. We offer short-term meal service to members after they return home from the hospital. Eating well may help you feel better sooner.



If you need help scheduling a follow up appointment, please call the Member Services number toll-free at the number on page 4.

# Diabetes and your dental health

According to the Centers for Disease Control, more than 38 million people in the United States have diabetes and 1 in 5 do not know they have it. High blood sugar can make it more difficult to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.

Smile. If you need help finding a dentist or getting an appointment, we can help. Call Member Services tollfree at **1-800-832-4643**, TTY **711**.



## Member resources

### We're here to help

**Member Services: 1-800-832-4643, TTY 711**

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).

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

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.

**UnitedHealthcare app:**

**Download on the App Store® or Google Play™**

Access your health plan information on-the-go.

**Go digital:**

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

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

**NurseLine: 1-800-832-4643, TTY 711**

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

**One Pass Fitness: [youronepass.com](https://youronepass.com)**

Visit fitness centers across the state or work out at home using our online classes.

**Free smartphone: [assurancewireless.com](https://assurancewireless.com)**

Get a LifeLine phone with text, data, and voice.

**Quit Tobacco Use: 1-800-QUIT-NOW**

**(1-800-784-8669)** Reach out to the Indiana Quit Line to receive free coaching and supplies. You can also text **READY** to **34191**. Let us know you quit during 2024 to earn a reward.

**Member Rewards Program:**

Earn rewards for taking care of your health. Visit **[myuhc.com/communityplan](https://myuhc.com/communityplan)** to learn more. Member Services can also share details about rewards available to you.

**Discrimination is against the law.** UnitedHealthcare Community Plan of Indiana complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, religion, or sex.

UnitedHealthcare Community Plan of Indiana provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan of Indiana 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, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m.–8 p.m. EST, Monday–Friday.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by **UnitedHealthcare Community Plan of Indiana**. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

**Civil Rights Coordinator**  
**UnitedHealthcare Civil Rights Grievance**  
P.O. Box 30608  
Salt Lake City, UT 84130

Email: **[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **[hhs.gov/civil-rights/filing-a-complaint/index.html](https://www.hhs.gov/civil-rights/filing-a-complaint/index.html)**

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**)

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-800-832-4643, TTY 711**.

ATENCIÓN: Si habla español (Spanish), tiene a su disposición servicios de asistencia gratuitos en su idioma. Llame al **1-800-832-4643, TTY 711**.

注意：如果您說中文 (Chinese)，您可獲得免費語言協助服務。請致電 **1-800-832-4643，聽障專線 (TTY) 711**。

HINWEIS: Wenn du Deutsch (German) sprichst, stehen dir kostenlose Sprachdienste zur Verfügung. Anrufe unter **1-800-832-4643, TTY 711**.

Attention: Vann du Pennsylvania Deitsh (Pennsylvania Dutch) shvetsht, dann kansht du hilf greeya funn ebbah es deitsh shvetzt, un's kosht dich nix. **Call 1-800-832-4643, TTY 711**.

သတိပူရန်- သင်သည် မြန်မာ (Burmese) စကားပြောတတ်လျှင်၊ ဘာသာစကားအကူအညီအား အခမဲ့ရယူနိုင်ပါသည်။ ခေါ်ဆိုရန် **1-800-832-4643, TTY 711**။

تنبيه: إذا كنت تتحدث العربية (Arabic)، فنتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **2464-383-800-1، الهاتف النصي TTY 711**.

참고: 한국어(Korean)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-832-4643(TTY는 711)번으로 문의하십시오.**

LƯU Ý: Nếu quý vị nói tiếng Việt (Vietnamese), chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-800-832-4643, TTY 711**.

ATTENTION : si vous parlez français (French), vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-800-832-4643, TTY 711**.

注意：日本語 (Japanese) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号 **1-800-832-4643、または TTY 711** までご連絡ください。

LET OP: Als u Nederlands (Dutch) spreekt, kunt u gratis gebruikmaken van taalhelpdiensten. Bel **1-800-832-4643, TTY 711**.

ATENSYON: Kung nagsasalita ka ng Tagalog (Tagalog), may magagamit kang mga serbisyo na pantulong sa wika na walang bayad. Tumawag sa **1-800-832-4643, TTY 711**.

ВНИМАНИЕ: Если Вы говорите по-русски (Russian), Вы можете бесплатно воспользоваться помощью переводчика. Позвоните: **1-800-832-4643, TTY 711**.

ਸਾਵਧਾਨ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 711 ਤੇ ਕਾਲ ਕਰੋ।**

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। **1-800-832-4643, TTY 711 पर कॉल करें।**