



# 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 care provider (PCP) on UHC Doctor Chat, at no cost to you.

PCPs 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.



Download the app today on the App Store® or Google Play™ or learn more at [UHCDoctorChat.com](https://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).



## Medicaid Renewal

# 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](https://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.

## Everyday life

# 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.

<sup>1</sup>Centers for Disease Control and Prevention (CDC)

## Pregnancy support

# Feel supported welcoming your new baby

## You're invited to join an exciting program called Wellhop for Mom & Baby

Connect with other expectant moms for support during your pregnancy and beyond. It all happens online through group video conversations every other week, so comfort is just a click away.

This program is part of your health plan and is offered at no extra cost to you.



### Get started today

Sign up or learn more at [momandbaby.wellhop.com](https://momandbaby.wellhop.com).



## Health + wellness

# Wellness visits keep children healthy

Children should have wellness visits every year throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at [cdc.gov/vaccines](https://cdc.gov/vaccines). If your child missed any of their vaccines this year, it's not too late to get them.



Time for a checkup? It is important for children to get a well-care checkup every year. Remember, these checkups are free for UnitedHealthcare Community Plan members under age 21. Call your child's provider to make an appointment today. To find a new provider, visit [myuhc.com/communityplan](https://myuhc.com/communityplan). Or call Member Services toll-free at the phone number on page 4.

# We're here to help

## **Member Services: 1-866-292-0359, 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.

## **UnitedHealthcare app: Download on the App Store® or Google Play™**

Access your health plan information on-the-go.

## **NurseLine: 1-800-866-6827, TTY 711**

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

## **UHC Doctor Chat: Download the UHC Doctor Chat app or learn more at [UHCDoctorChat.com](https://UHCDoctorChat.com)**

Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer any questions, big or small.

## **Quit For Life: [quitnow.net](https://quitnow.net)**

**1-866-784-8454, TTY 711** (toll-free)

Get help quitting smoking at no cost to you.

## **Transportation: 1-844-529-1801, TTY 711**

Benefits at no cost for eligible members to and from your doctor visits and gas mileage reimbursement.

## **Care Management: 1-866-292-0359, TTY 711**

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

## **Live and Work Well: [liveandworkwell.com](https://liveandworkwell.com)**

Find articles, self-care tools, caring providers, and mental health and substance use resources.

## **Assurance Wireless:**

### **[assurancewireless.com/partner/buhc](https://assurancewireless.com/partner/buhc)**

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

## **Healthy First Steps®: 1-800-599-5985, TTY 711**

Rewards you for going to your prenatal and postpartum visits. To sign up, visit the Apple App Store® or Google Play™ store on your smartphone and download the Babyscripts myJourney app.

## **Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)**

Ease stress and boost your mood with this Self Care app that gives you emotional health tools like meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

## **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.

## **Member Rights and Responsibilities:**

To see member rights and responsibilities, please refer to member resources at **[uhcommunityplan.com/mo/medicaid/mo-health-net](https://uhcommunityplan.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

توجہ: اگر بالفیل فلرس ی صحت م کی د، خدمت ترجمه زبان به صورت ایگان به شما ارئه خواهد شد. لطفاً به ما رهنمون **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 ሳያስወጡዎት፣ ሊያግዙዎት ተዘጋጅተዋል፤ ወደ ሚከተለው ቁጥር ይደውሉ **1-866-292-0359, TTY 711።**