



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.

Medicaid Renewal

Take action

What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when its time. They may call it recertification or redetermination.

Make sure the state 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://www.uhc.com/staycovered).

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.



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 Care Provider (PCP) 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.



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

Everyday life

Advance directives

It is your right to choose the medical care you receive. This includes life-saving measures in an emergency.

Advance directives are instructions you give about your future medical care. These are important if you cannot speak or make decisions for yourself. These instructions help your family and providers understand your wishes. They protect your right to accept or refuse medical or surgical treatment. With advance directives, you can:

- Let everyone know if you would or would not like to use life-support machines.
- Let everyone know if you would like to be an organ donor.
- Give someone else permission to say yes or no to medical treatments.

Advance directives are only used if you cannot speak or make decisions for yourself. It does not take away your right to make a different choice if you later become able to speak or make medical decisions for yourself. You can make an advance directive by:

- Talking to your doctor and family.
- Choosing someone to speak or decide for you, known as a health care representative.
- Creating a Power of Attorney or Living Will.

Ready to make your advance directive? Visit uhc.care/Advance_Directives_NE for a free form available in English and Spanish. If you speak another language, call **1-800-641-1902**, TTY **711** to talk to someone who can help.

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.¹ 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.

We're here to help

Member Services: 1-800-641-1902, 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

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.

NurseLine: 1-877-543-4293, TTY 711

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

Quit For Life: quitnow.net

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

Get help quitting smoking at no cost to you.

Transportation:

To schedule a ride, call **833-583-5683**, TTY **866-288-3133** or visit **modivcare.com** 7:00 a.m.–7:00 p.m. CT, Monday–Friday. Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 3 business days before your appointment. We cover trips for Nebraska Medicaid coverable services within a 20-mile radius of your home. Additionally, value-added 48 one-way rides are available within a 10-mile radius.

Care Management: 1-800-641-1902, 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

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

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

Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

Self Care by AbleTo: 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.

Go digital:

myuhc.com/communityplan/preference

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

Community Connector:

uhc.care/HTCommConnector

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.



Discrimination is against the law. The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, sex, gender identity or expression, or sexual orientation.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. 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**

You can also file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**.

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 **<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**.

We provide 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)

We also provide 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 **1-800-641-1902**, TTY **711**, 7 a.m.–7 p.m. CT, (6 a.m.–6 p.m. MT), Monday–Friday.

1-800-641-1902, TTY 711

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Chinese: 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجانًا. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

Karen: ၵ်သ့ၵ်သး- တၢ်ကွဲးကျိးထံ ဒီးကျိာ်အဂၢၢ်တၢ်ဆိၵ်ထွဲမၤတၢ်မၤတဖၣ် အိၵ်ဝဲလၢ တအိၵ်ဒီးတၢ်လၢာ်ဘျုးလၢာ်စ့ၤနီၤတမံၤလၢ နဂီၢ်ဘၣ်န့ၣ်လီၤ. နမ့ၢ်လိၵ်ဘၣ်တၢ်မၤတဖၣ်အယိ, ကိးလီၤတဲစိနီၣ်ဂံၢ်လၢထးတက့ၢ်.

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

Cushite: XIYYEEFFANNAA: Tajaajila hiikkaa fi gargaarsa afaanii biroo kaffaltii tokko malee isiniif kennama. Gargaarsa yoo barbaaddan, lakkoofsa armaan olii kanaan bilbilaa.

German: HINWEIS: Übersetzungs- und andere Sprachdienste stehen Ihnen kostenlos zur Verfügung. Wenn Sie Hilfe benötigen, rufen Sie bitte die obige Nummer an.

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिन्छ भने कृपया माथिको नम्बर फोन गर्नुहोस्।

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

Laotian: ຄືນຊາບ: ມີບໍລິການຊ່ວຍເຫຼືອໃນການແປພາສາ ແລະ ພາສາອື່ນໆໃຫ້ແກ່ທ່ານໂດຍບໍ່ມີຄ່າໃຊ້ຈ່າຍໃດໆ. ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໃຫ້ທາງເບີຂ້າງເທິງ.

Kurdish: ئاگاداری: وەرگیران و خزمەتگوزارییەکانی تری هاوکاری زمانهوانی بهیچ پارە بو تو بەر دەسته. ئەگەر پێویستت بە یارمەتی هەمیه، ئەوا تکایه پهیوهندی بهم ژمارهیهی سهروهه بکه.

Persian: توجه: خدمات ترجمه و سایر کمک‌های زبانی به صورت رایگان در اختیار شما قرار دارد. اگر به کمک نیاز دارید، با شماره بالا تماس بگیرید.

Japanese: 注意：ほん訳やその他の言語サポートサービスを無料でご利用いただけます。サポートが必要な場合は、上記の番号までお電話ください。