



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.

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.



Covered care

Helpful tips on using your Medical benefits

You should get all your non-emergency health care from UnitedHealthcare providers unless you have other primary health insurance such as Medicare. You can get emergency care at any emergency room.

Always show your UnitedHealthcare ID card and your Health Benefits ID (HBID) card to your provider's office staff when you get care. The HBID is the ID card you received when you joined NJ FamilyCare. This helps ensure that you get all the benefits available.

You will also need to bring identification with you to your provider appointment. Please make sure that your healthcare provider has your correct name and date of birth.

You should not be charged for receiving any covered benefits unless you are enrolled in Plan C or D and have a co-pay. If you have a copay and don't pay your co-pay at the time of your visit, you may get a bill for that amount.

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.

Disease Management

Improve your COPD symptoms

More than 16 million Americans have chronic obstructive pulmonary disease (COPD).¹ 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.



¹Centers for Disease Control and Prevention (CDC)

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.

We're here to help

Member Services: 1-800-941-4647, 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.

UHC Doctor Chat: Download the **UHC Doctor Chat app** or learn more at **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.

New Jersey Quitline:
1-866-657-8677, TTY 711 | njquitline.org

This is a free counseling service for smokers who are ready to stop.

**Transportation: 1-866-527-9933,
TTY 1-866-288-3133**

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 20 miles of your home.

Care Management: 1-800-941-4647, 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).

Suicide & Crisis Lifeline: 988

Call or text if you need crisis support or are worried about someone else.

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).

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.

Expressable: expressable.com/united

Partner with a licensed and experienced speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.

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, or sex (including gender identity and sexual orientation).

You have the right to file a complaint if you believe you were treated in a discriminatory way by us. You can file a complaint or ask for help filing a complaint by mail, phone, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

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

Online:

<https://www.hhs.gov/civil-rights/filing-a-complaint/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 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 **1-800-941-4647, TTY 711**. We're here to help.

1-800-941-4647, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

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.

Chinese (Traditional): 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。

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

Portuguese: ATENÇÃO: a tradução e outros serviços de assistência linguística estão disponíveis sem qualquer custo para si. Se precisar de ajuda, contacte o número indicado acima.

Gujarati: ધ્યાન આપો: ભાષાન્તર અને અન્ય ભાષા સહાય સેવાઓ તમારા માટે કોઈપણ ખર્ચ વિના ઉપલબ્ધ છે. જો તમને મદદની જરૂર હોય, તો કૃપા કરીને ઉપરના નંબર પર કૉલ કરો.

Polish: UWAGA: tłumaczenia i inne formy pomocy językowej są dostępne bezpłatnie. Aby uzyskać pomoc, proszę zadzwonić pod numer powyżej.

Italian: ATTENZIONE: il servizio di traduzione e altri servizi di assistenza linguistica sono disponibili gratuitamente. Se serve aiuto, si prega di chiamare il numero sopra indicato.

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

Tagalog: ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

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

Haitian Creole: ATANSYON: Gen tradiksyon ak lòt sèvis èd pou lang ki disponib gratis pou ou. Si w bezwen èd, tanpri rele nimewo ki mansyone anwo a.

Hindi: ध्यान दें: अनुवाद और अन्य भाषा सहायता सेवाएं आपके लिए नि:शुल्क उपलब्ध हैं। अगर आपको मदद चाहिए तो कृपया ऊपर दिए गए नंबर पर कॉल करें।

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.

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.

Urdu: توجہ فرمائیں: ترجمے اور زبان سے متعلق دیگر امدادی خدمات آپ کے لیے بغیر کسی قیمت کے دستیاب ہیں۔ اگر آپ کو مدد کی ضرورت ہے تو، براہ کرم اوپر دیئے گئے نمبر پر فون کریں۔