Health Talk

Your journey to better health

United Healthcare
Community Plan

Summer 2023

Renew today

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

Healthy eating

What's in season?

How to find cheaper fruits and vegetables

Summer is when fresh fruits and vegetables are at their best. Here are some places you can shop to save money on them:

- **Farmer's markets.** Many have low prices and accept benefits like SNAP or WIC cards. Also try buying from roadside stands.
- **Online services like Misfits Market and Imperfect Foods.** They deliver fresh produce at lower prices.
- **Community supported agriculture (CSA).** Joining a CSA can get you a big box of fresh vegetables at a set price every week.

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Medicaid plans

Keep your coverage

Be sure to renew your Medicaid eligibility

Medicaid is a state program. Every state has different rules. One rule they share is that members need to renew each year. You will need to provide information to your state. This will help them decide if you or your family members can still have Medicaid.

Your state will tell you when to renew. They may call it recertification or redetermination. Make sure they can reach you. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your plan.

During the COVID-19 emergency, Medicaid was expanded. The emergency has ended. Some states are going back to lower income caps for Medicaid. This means you may no longer be able to keep Medicaid. If you can't, you may be able to get health care through the ACA Marketplace or your job. Find more information at **uhc.com/staycovered**.

Skin cancer

The ABCDEs of skin cancer

Learn how to spot a suspicious mole

Skin cancer is the most common kind of cancer. It's the only cancer you can see. Check your skin often. Pay attention to moles and other spots. If you notice a spot has one or more of the ABCDEs of skin cancer, see your doctor. They can remove the spot and check it for cancer.

- **A = Asymmetry:** One half of the spot is not like the other.
- **B = Border:** The border is irregular or hard to see.
- **C = Color:** The spot has more than one color.
- **D = Diameter:** The spot is larger than a pencil eraser.
- **E = Evolving:** The spot is changing.

Member benefits
Your opinion matters

Your voice is important. We want to hear what you have to say. That is why all members are invited to attend our Member Advisory Committee (MAC) meetings. The MAC is a meeting where members tell us what they think about their health coverage. They share ideas that would make things better for all members. We are there to answer your questions, listen to your opinions and share new information.

MAC meetings are held at different times throughout the state. We would love for you to join us! Let us know if you can attend in person. You can also call in and listen from home. Call Member Services at the number on Page 4 for more details.

Dental health
Say cheese

Tips for a healthy smile

Oral health is important to general health. Here are some things you can do to maintain a healthy mouth and strong teeth.

- Brush your teeth with fluoride toothpaste at least twice a day
- Floss your teeth at least once a day
- Eat more fruits and vegetable and less sugar
- Avoid tobacco products
- See your dentist twice a year

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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.

Member resources

Here for 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).
1-800-832-4643, TTY **711**

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).
1-800-832-4643, TTY **711**

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).
1-800-832-4643, TTY **711**

Free smartphone: Get unlimited talk, text and data. Phones come loaded with helpful apps. One phone per household.
1-800-832-4643, TTY **711**
**mybenefitphone.com**

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.
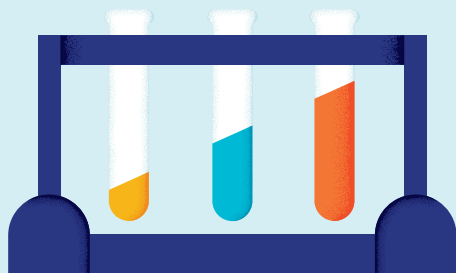
Blood pressure
Keep it down

Blood pressure is a measure of how well your blood moves through your body. The first number is the systolic reading. It is the pressure when your heart beats. The second number is the diastolic reading. It is the pressure when your heart rests between beats. High blood pressure makes the heart work harder to pump blood and oxygen through the body.

- **Ideal:** less than 120/80
- **Borderline:** 120/80 to 139/89
- **High:** 140/90 or higher

You can lower your blood pressure with a healthy lifestyle. Using less salt, drinking less alcohol, losing weight and exercising can lower blood pressure. If lifestyle changes are not enough, medications can help.

Have questions? Talk to your primary medical provider about your blood pressure. You can also ask them about medications.

Contract services are funded under contract with the State of Indiana. UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

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

UHC_Civil_Rights@uhc.com

You must send the complaint within 60 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

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

Online:
https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are available 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

If you need help with your complaint, please call Member Services at **1-800-832-4643**, TTY **711**.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-832-4643**, TTY **711**, 8 a.m. – 8 p.m. EST, Monday – Friday.

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.**

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

تنبيه: إذا كنت تتحدث العربية (Arabic)، فتتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-800-383-2464، 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 taalhulpdiensten. 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 ਮੁਫ਼ਤ ਉਪਲਬਧ ਹਨ। **1-800-832-4643, TTY 71**1 **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।