



# Health Talk

Your journey to better health



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Fall 2022

United  
Healthcare  
Community Plan

## What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 3 for more details.



## Health + Wellness

# How to use SNAP

The Supplemental Nutrition Assistance Program (SNAP) can help you with your food budget. It covers many foods, including:

- Fruits and vegetables
- Dairy products
- Meat, poultry and fish
- Breads and cereals

Shopping tip: When you're at the store, buy frozen fruits and vegetables. They are a bargain compared to fresh. And they're just as healthy!



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**Learn more.** To find out if you can get SNAP benefits, visit [fns.usda.gov/snap/recipient/eligibility](https://fns.usda.gov/snap/recipient/eligibility).

UnitedHealthcare Community & State  
13655 Riverport Drive  
Maryland Heights, MO 63043

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Everyday Life

# Support for stress

## The Sanvello app can help you through tough times

Life can be stressful. Busy schedules are not easy to manage. Being too busy can make you short of breath, increase blood pressure and cause stress.

Sanvello is a free app that helps with symptoms of stress, anxiety and depression. It has tools you can use to feel better in your everyday life. It is available whenever you need it. Using it for just a few minutes every day can help you feel better.

The Sanvello app is part of your health plan's behavioral health benefits. You can upgrade to premium at no cost by following these steps:



1. Download the app at [sanvello.com](https://www.sanvello.com). Open it.



2. Create an account. Choose "upgrade through insurance."



3. Search for and select UnitedHealthcare. Enter the information on your member ID card.



**Feel better today.** More information is available at [sanvello.com](https://www.sanvello.com). Email [info@sanvello.com](mailto:info@sanvello.com) with any questions.



## Important Screening Mammograms are a covered benefit

For women over the age of 50, mammograms are a covered benefit. They help detect breast cancer, even when you don't have any symptoms. If you're due to get one, don't wait. Schedule this important screening today. It has saved the lives of hundreds of thousands of women. It could save your life, too!

Knowing how your breasts normally look and feel can help you notice symptoms of breast cancer. Possible signs include lumps, pain or changes in size. To learn how you can do a breast self-exam at home, visit [uhc.care/healthtalkexam](https://www.uhc.com/care/healthtalkexam).



Annual Wellness Visit

# Health in your hands

## Annual wellness visits are important for good health

Preventive care tells you about your health before it gets bad. It is a covered benefit under your health plan. It includes regular visits to your primary care provider, screenings and vaccines.

All members of your family should see their primary care provider once a year for an annual wellness visit. These visits keep your family healthy. They can find and prevent problems before they happen.

Visit [myuhc.com/communityplan](https://myuhc.com/communityplan) to find a provider.



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**Do you know where to get care?** Visit [uhc.com/getcarequiz](https://uhc.com/getcarequiz) to learn more and test your knowledge on where you should go to get care.



### Important Vaccine

## Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. But it's very important. Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter.

To find a location near you, visit [vaccines.gov/find-vaccines](https://vaccines.gov/find-vaccines). The location you choose must be within Missouri to be covered under your health plan.

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istock.com/skymester

## Member Resources

# Here for you

We want to make it as easy as possible for you to get the most from your health plan. As our member, you have many services and benefits available to you.

**Member Services:** Get help with your questions and concerns. Find a provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-866-292-0359, TTY 711**

**Our website:** Our website keeps all your health information in one place. You can find a provider, view your benefits or see your member ID card, wherever you are.  
**[myuhc.com/communityplan](http://myuhc.com/communityplan)**

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

**1-866-351-6827, TTY 711**

**Transportation benefits at no cost for eligible members to and from your doctor visits:** Call Member Services to make a reservation. When asked why you are calling, say “transportation.”

**1-866-292-0359, TTY 711**

Monday–Friday, 8 a.m.–5 p.m.

**Care Management:** This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

**1-866-292-0359, TTY 711**

**Healthy First Steps®:** Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711**

**[uhchealthyfirststeps.com](http://uhchealthyfirststeps.com)**

**Quit For Life:** Get help quitting smoking at no cost to you (toll-free).

**1-866-784-8454, TTY 711**

**[quitnow.net](http://quitnow.net)**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.

**[liveandworkwell.com](http://liveandworkwell.com)**

**Paperless communication:** Let us know if you are interested in receiving digital files, emails and text messages.

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

**Member Rights and Responsibilities:** To see member rights and responsibilities, please refer to member resources at: **[uhccommunityplan.com/no/medicaid/mo-health-net](http://uhccommunityplan.com/no/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

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **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

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