



Health Talk

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Summer 2022

United Healthcare
Community Plan



Beat the heat

Heat stroke is no joke. Signs of a heat-related illness include muscle cramps, vomiting and headaches. If you have these symptoms, seek treatment right away.



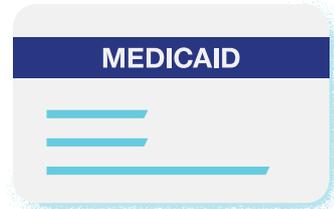
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Keep your coverage

What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- Online
- By mail
- By phone



Don't miss out. Learn more about Medicaid renewal in Kansas at uhc.care/92nbax.

UnitedHealthcare Community Plan of Kansas
6860 West 115th Street
Overland Park, KS 66211

AMC-069-KS-ABD

CSKS22MD0039091_000



Healthy mind, healthy body

You are not alone

According to the National Alliance on Mental Illness, millions of people in the United States are affected by mental illness. In fact, 1 in 5 adults and 1 in 6 adolescents have a mental health concern. One of the most common mental health conditions is having an anxiety disorder.

Anxiety disorders are different from normal feelings of being nervous or anxious. They are feelings of fear or anxiety that do not go away. They can also get worse over time.

If you have a mental health concern, help is available. Some good first steps to take are:

- Call the Behavioral Health Hotline at **1-800-435-7486, TTY 711**
- Make an appointment to talk with a health care provider
- Learn more about mental health at **[cdc.gov/mentalhealth](https://www.cdc.gov/mentalhealth)**



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Just for you

Get personalized health plan information

When you sign up for **myuhc.com/communityplan**, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit **myuhc.com/communityplan**.

Health care for everyone

UnitedHealthcare is committed to making the health system better. We are working to provide quality and unbiased care for all members — no matter their race, place or situation.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 4 of this newsletter to let us know how we're doing.



Summer bucket list

5 healthy and fun activities to check off your bucket list this summer

Are you looking for fun ideas to get moving this summer? Here are 5 simple activities to try.



1. Take a walk, and track your steps. Walks are a great way to get low-impact exercise. Use a step-tracking app on your phone to watch your progress.



2. Go for a bike ride. If you don't own a bike, there are many rental options. Adaptive bikes are a good option for people with disabilities. They are modified to fit the needs of the rider.



3. Swim. Taking a dip is a great way to exercise and cool off. Visit a local pool, lake or the ocean.



4. Have a barbecue or picnic. Summer is the time for eating outdoors with family and friends. Try our recipe for a bright and healthy side dish: healthtalksiderecipe.myuhc.com.



5. Plant a garden. If you don't have the space for your own outdoor garden, you can use planters made for indoors. Try starting small with easy-to-grow herbs, such as basil, chives or mint. Then use them in your next meal.

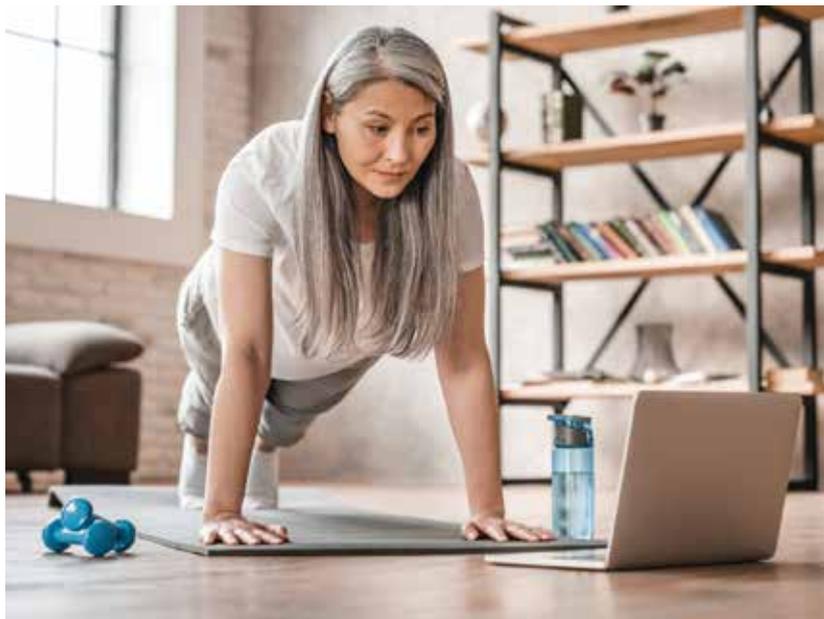


Explore more

Looking for even more activities to do this summer? Check out the list of state tourism websites at usa.gov/state-travel-and-tourism.



istock.com/YakobchukOlana



istock.com/inside Creative House

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-877-542-9238, TTY 711

Our website: Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.

myuhc.com/communityplan

Go paperless: Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.

myuhc.com/communityplan/preference

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-855-575-0136, TTY 711

Kansas Tobacco Quitline: Get help quitting smoking at no cost to you (toll-free).

**1-800-QUIT-NOW
(1-800-784-8669)
ksquit.org**

Behavioral Health Hotline: Get help for mental health and substance use issues (toll-free).

1-800-435-7486, TTY 711

You have the power

Manage your diabetes to help prevent other illnesses

Taking care of your diabetes is very important. Having diabetes puts you at risk for developing complications or other health conditions.

The good news is you have the power to control your diabetes and lower your risk of heart disease, stroke, kidney disease and eye disease. These simple tips can help keep your blood sugar, blood pressure and cholesterol levels in check:

- Eat a healthy diet that is high in fruits, vegetables and whole grains, and low in added sugars
- Exercise regularly — at least 150 minutes per week
- Limit alcohol
- Do not smoke
- Take medications as directed
- See your provider for a checkup at least every 6 months
- Talk with a pharmacist and health care provider about medication management
- Call Member Services to learn more about our case management program



Time for a checkup? We can help you find a new provider if you need one. Call Member Services toll-free at the phone number in the resource corner at left. Or visit **myuhc.com/communityplan**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m.–6 p.m., 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. Department 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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m.–6 p.m., Monday–Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, 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 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: **한국어 (Korean)**를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238 الهاتف النصي 711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) **(Burmese)** စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 **(Japanese)** を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی **(Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.