



Healing together

We're here for you, Kentucky

We want to make sure you and your loved ones have everything you need to stay healthy. That includes helping you get medical supplies, emotional support, community services and more. Below are some resources that may be helpful for you.



Medical needs

Medication, medical services or equipment –
Call Member Services at 1-866-293-1796, TTY 711 for help getting any of these or to speak with a Member Advocate

NurseLine – To speak with a nurse 24/7, call 1-800-985-3856, TTY 711

Healthy First Steps® – Pregnant and postpartum members who need help and resources can talk to a nurse by calling 1-800-599-5985, TTY 711 or go online at uhhealthyfirststeps.com

All emergencies – dial 9-1-1



Mental health

24/7 crisis support services – If you feel sad, stressed or overwhelmed because of the recent floods in our state, call the Disaster Distress Helpline at 1-800-985-5990 to talk with someone

24/7 emotional support – For anyone who wants help dealing with substance abuse, stress or worry, the Optum Emotional Support Help Line is free of charge and available by calling 1-800-933-5397

24/7 substance use support – Call the Mental Illness and Addiction Crisis Line at 1-866-675-1607, TTY 711. If you are experiencing a mental health crisis and/or substance use disorder, you can also call the Behavioral Health Crisis line at 1-855-789-1977, the KY HELP Statewide Call Center at 1-833-859-4357 or text HOPE to 96714.

National Suicide and Crisis Lifeline – When people call, text, or chat 988, they will be connected to trained counselors that are part of the existing Lifeline network. These trained counselors will listen, understand how their problems are affecting them, provide support, and connect them to resources if necessary.



Shelter, food and other help

Shelter, food, clothing, utilities and other needs – Call Member Services at 1-866-293-1796, TTY 711

Flood disaster relief resources – Call 2-1-1 or visit www.211.org/get-help/disaster-recovery

Community resources – Look for resources in your community at uhhealthierlives.com

Red Cross – Find shelter at redcross.org/shelter, call 1-800-RED-CROSS (733-2767) or download the Red Cross emergency app

FEMA disaster assistance – Call 1-800-621-3362 or TTY 1-800-462-7585 or sign up online at disasterassistance.gov to apply for assistance

Financial and legal matters – Call Member Services at 1-866-293-1796, TTY 711 (you may be referred to community resources that can help)

Rides – For rides to and from the doctor's office and other medical appointments, call 1-866-293-1796, TTY 711

uhccp.com/kentucky



UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

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 1-866-293-1796, TTY 711, 7 a.m. – 7 p.m. EST, Monday – Friday.

Spanish: Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al 1-866-293-1796, TTY 711. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

Chinese: 如果英文不是您的母語，我們可以提供協助。請致電 1-866-293-1796、聽障專線 711 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

German: Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: 1-866-293-1796, TTY 711 an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.