



Health Talk

Your journey to better health



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Fall 2022

United
Healthcare
Community Plan

What's inside

When do you need antibiotics? What screenings do men and women need? Find the answers to these questions and more in this issue.



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!



istock.com/vasilijbudarin



Learn more. To find out if you can get SNAP benefits, visit fns.usda.gov/snap/recipient/eligibility.



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. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

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 get started, visit myuhc.com/findflushot.

Health + Wellness

Breathe easy

Having problems with breathing can happen for children and adults. It can be scary and limit what you can do. Two common breathing problems are asthma and chronic obstructive pulmonary disease (COPD).

Asthma action plan

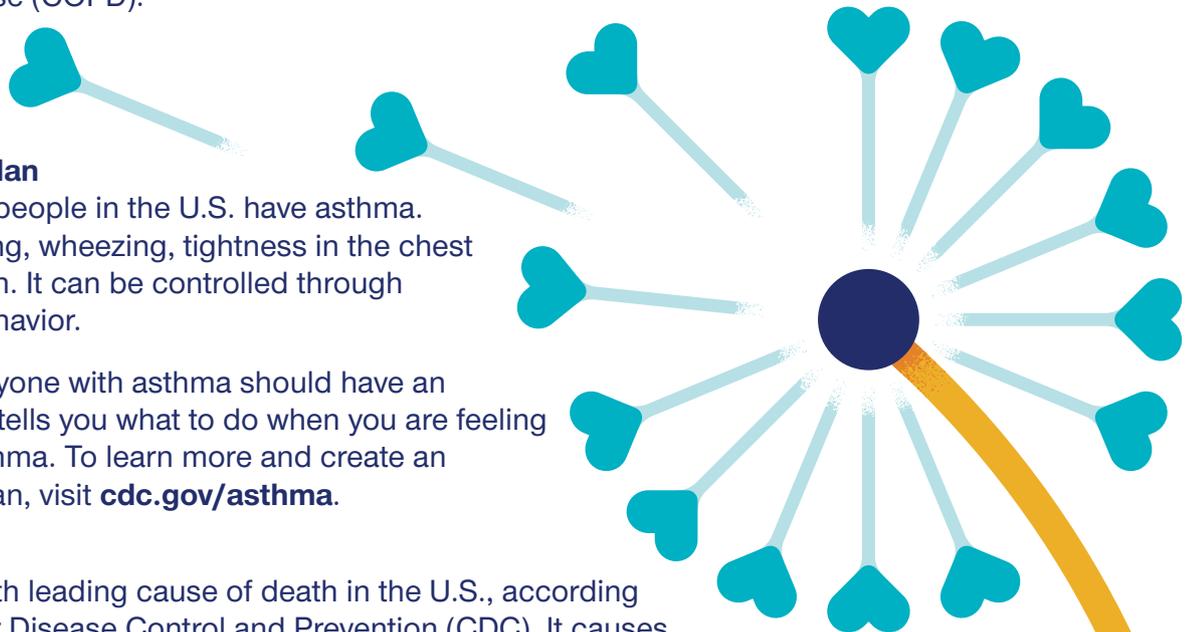
About 25 million people in the U.S. have asthma. It causes coughing, wheezing, tightness in the chest and loss of breath. It can be controlled through medicine and behavior.

To control it, everyone with asthma should have an action plan. This tells you what to do when you are feeling symptoms of asthma. To learn more and create an asthma action plan, visit cdc.gov/asthma.

Treating COPD

COPD is the fourth leading cause of death in the U.S., according to the Centers for Disease Control and Prevention (CDC). 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 doctor. If you have it, there are many ways you can improve your symptoms. Quitting smoking and taking medication as prescribed will both help. You can talk to your provider about other ways to help.



Important Screenings

Cancer prevention

Screenings for men and women

Getting screened for cancer is very important if you are at risk. Catching cancer early makes it easier to treat. This is true for both prostate cancer and colorectal cancer. Here is more information about both types.

Prostate cancer

Prostate cancer is the most common cancer in American men. It is the second-leading cause of cancer death after lung cancer. According to the Centers for Disease Control and Prevention (CDC), risk factors for prostate cancer include:

- Age — The older you are, the more at risk you are
- Race — African American men are more likely to get prostate cancer than other men
- Family history of prostate cancer

Men who are between the ages of 55 and 69 years old should make an individual decision about being screened for prostate cancer. If you are in this age group, you should talk to your provider about screening.

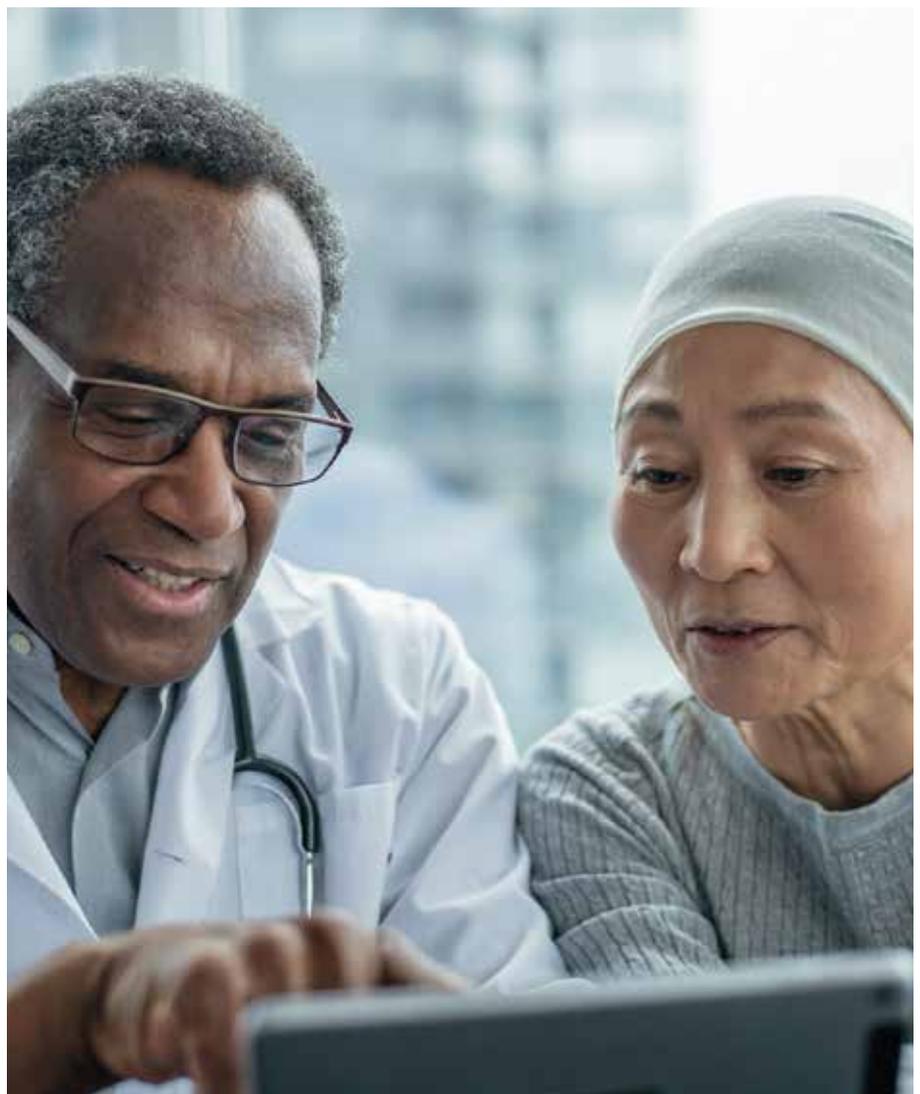
Colorectal cancer

Colorectal cancer is also common. In the U.S., it is the fourth leading cause of death from cancer. It affects men and women. Risk factors include family history, other bowel diseases and lifestyle factors. Lifestyle factors include lack of activity, being overweight or obese and alcohol and tobacco use.

According to the CDC, colorectal cancer screening is recommended for adults ages 45 to 75. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy and at-home stool tests. Talk to your provider about the best option for you.



Get screened. For more information about cancer screening, visit myuhc.com/communityplan.



Have a health care visit coming up?

5 tips to help you make the most of it

At UnitedHealthcare Community Plan of New Jersey, we care about you and your health. That's why we want to make sure each of your health care appointments is helpful and valuable to you. Here are some tips for you to think about.

Before the visit

1. Find a provider who is right for you.

Does your provider offer appointment times that work with your schedule? Is their office easy for you to get to? Do they speak your language? If you need help finding a provider, please call Member Services at the phone number on Page 8 of this newsletter. We're happy to help.

It's common for routine and specialist visits to take up to 4 weeks to schedule. If you're sick, a visit should be available within 72 hours. Urgent care centers are available for care right away when your PCP is not able to see you quickly. Only use the emergency room for true life-threatening emergencies.

2. Prepare for your visit.

Before you go, take time to collect your health information so you can share it at the visit.

- Make a list of medications you take and the amounts.
- Gather notes about your past provider visits, including any visits to a hospital or urgent care center. Include any

summaries from those other providers if you have them.

- Make a list of any questions you want to ask.
- Grab your insurance card and ID to bring to the appointment.

Providers usually have office forms to help them learn about each patient's medical history. You might want to ask if those forms can be mailed to you or completed online before your visit. That way, you can fill them out when it's handy for you instead of at the provider's office.

At the visit

3. Share your information.

When you get to the visit, fill out any required forms. Also share the information you collected earlier. Answer all questions openly and honestly. This will help your provider understand your health care needs.

4. Get answers and make future plans.

Sometimes health care can be confusing. If there is something you do not understand, it is always OK to ask your provider to explain it in a different way. While you're at your appointment:

- If you wrote down any questions before your appointment, ask them. If any new questions came up, ask those, too. Write down the answers so they're easier to remember.
- If you do not agree with your provider's recommendations, it is OK to say so. Talk about your concerns, and ask if there are other options.
- Ask for a visit summary. This is a printout that gives details about your visit and the provider's recommendations.
- If your provider recommends a follow-up visit, make the appointment before you leave the office.
- If any special tests are ordered, ask your provider if you need a prior authorization (an insurance approval).

After the visit

5. Follow your provider's advice.

After the visit, make an appointment for any lab work or other tests that may have been ordered. Call Member Services if you need help scheduling a test or if you aren't sure if you need prior authorization.

Also remember to take your medicines as prescribed. You can use your pharmacy by mail benefit (90-day supply retail program) to have many of your medications conveniently shipped to you.



We are here to help. It's important to have a regular provider who

can help you take charge of your health. If you don't have a provider, or you'd like to see a different one, please call Member Services at the phone number on Page 8 of this newsletter, 24 hours a day, 7 days a week.



Smoking Cessation

Ready, set, quit

Help to finally quit smoking for good

It's no secret that quitting smoking is hard. It can feel hopeless or scary. You might not know where to begin.

UnitedHealthcare offers help at no cost to members through Quit For Life®. Quit For Life has helped millions of members quit. It may be able to help you, too.

Quit For Life has online tools and support for quitting smoking, nicotine and tobacco. It also helps with e-cigarettes and vaping. You can quit at your own pace. Help includes:



A personal, 1-on-1 Quit Coach® who will create a plan just for you



Text2Quit® text messages for daily tips, help and reminders



Quit smoking medication to help control cravings

Visit quitnow.net to learn more and get started.



Health + Wellness

Treatment for colds

There is a reason people call it “the common cold.” Colds are a very common form of sickness. It is likely you or your children have had a cold. According to the Centers for Disease Control and Prevention (CDC), symptoms of the common cold can include:

- Cough
- Body aches and headaches
- Sore throat
- Runny nose
- Sneezing

These symptoms may also be signs of other problems. For example, it could be bronchitis or strep throat.

The common cold is a virus and does not require antibiotics for treatment. Also, bronchitis often does not require antibiotics. Both will get better on their own, or with other treatments. However, strep throat needs antibiotics. If you think you or your child has strep throat, you should visit a provider to get tested.

It is important to only take antibiotics when they are needed. Taking them when not needed can have negative effects. If you have any questions, talk to your provider.



Your best shot. For information about the seasonal flu shot and where you can get it, visit myuhc.com/communityplan.

Important Vaccine

Protect against pneumonia

Pneumonia is an infection in your lungs. It can be mild, but it can also cause more severe issues. Getting a vaccine against pneumonia will help protect you.

For adults aged 19 through 64, a pneumonia vaccine is only recommended if you are at risk. Risk factors include diabetes, cigarette smoking, HIV, chronic renal failure and chronic heart disease. However, there are many other risk factors. For more information, visit cdc.gov/vaccines/vpd/pneumo.

If you age 65 or older, the Centers for Disease Control and Prevention (CDC) recommends getting a pneumonia vaccine. Talk to your provider about a pneumonia vaccine if you are 65 or older.



Prevent problems. Get more information about vaccines at cdc.gov/vaccines.





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Important Screenings

Women's health

Things you should know

Men and women share many health challenges. However, there are some health issues that women should be aware of. Here are a few things women should know about, according to the Centers for Disease Control and Prevention (CDC).

Birth control

Birth control is available in many different ways. It can take the form of a pill, shot, patch or a barrier, such as a condom. Some also protect against sexually transmitted infections (STIs).

There are many things to think about when you decide on birth control. For example, some options are not as safe for women who have recently been pregnant. Your provider can help you decide what is right for you.

Chlamydia screening

Chlamydia is a very common STI. Many people have it without knowing it. Sexually active women aged 16 and older, including pregnant women, should be screened for it once a year.

Breast cancer screening

About 1 in 8 women will get breast cancer. Screening helps catch it early. When it is caught early, it is easier to treat. Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

Cervical cancer screening

Getting screened for cervical cancer is also important. It can save your life. Women between the ages of 21 and 29 should get a Pap smear every 3 years.

For women between the ages of 30 and 65, Pap smears should continue every 3 years or they should get an HPV test every 5 years, or a combination of both. Testing can end at age 65 for women with a history of normal Pap results.



Get checked. For more information about preventive care, visit myuhc.com/communityplan.



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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).

1-800-941-4647, 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

Transportation: UnitedHealthcare will pay for emergency transportation for all members. Sometimes you may need a ride to the doctor or dentist because you have a severe injury or illness.

To ask for these services, call ModivCare (toll-free).

1-866-527-9933, TTY 1-866-288-3133

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).

1-800-941-4647, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.

assurancewireless.com/partner/buhc

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

New Jersey Quitline: Free counseling service for smokers who are ready to stop.

1-866-657-8677, TTY 711

njquitline.org

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

liveandworkwell.com

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

myuhc.com/communityplan/preference

Suicide & Crisis Lifeline: Call or text if you need crisis support or are worried about someone else.

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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 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**, 24 hours a day, 7 days a week.

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 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. You can also 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**, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mail e vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711 로 UnitedHealthcare Community Plan 에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተሓሕዙ ዘሎ ሓበሬታ ብቋንቋችሁም ተዘይኮይኑ፤ ብሽብረትኩም በዚ ዝስዕብ ቁጥሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስማዕ ንተጸገሙ/TTY 711።

Si la información adjunta no esta en su lengua maternal, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຄັດມານີ້ບໍ່ແມ່ນພາສາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647, TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកឆ្លង់ TTY 7111។

Kung ang nakalip na impomasyon ay wala sa iyong panguhanig wika, mangyaring tumawaga sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید وسیله ارطباتی برای نا شنوایان-TTY 711.