



# HealthTalk

Your journey to better health



## What's inside

When you are sick or hurt, do you know where to seek treatment? See page 2 to learn the best place to get the care you need.

## Covered care

### Healthy start

#### See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



#### Need a new provider?

We can help you find one. Chat with an advocate through [myuhc.com/communityplan](https://myuhc.com/communityplan) or the UHC mobile app.

## Covered care

# Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

## 1. Primary care provider

For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

## 2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

## 3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing, major burns or uncontrollable bleeding.

# Listen to your heart

## Some heart attack symptoms are different for men and women

The leading cause of death for both men and women in the U.S. is heart disease. A heart attack is often the reason. It's important to know the signs and symptoms of a heart attack.

Symptoms for both men and women can include:

- Pain that spreads to neck
- Chest pain
- Shortness of breath
- Sweating a lot
- Pain that spreads to shoulder
- Pain that spreads to arms

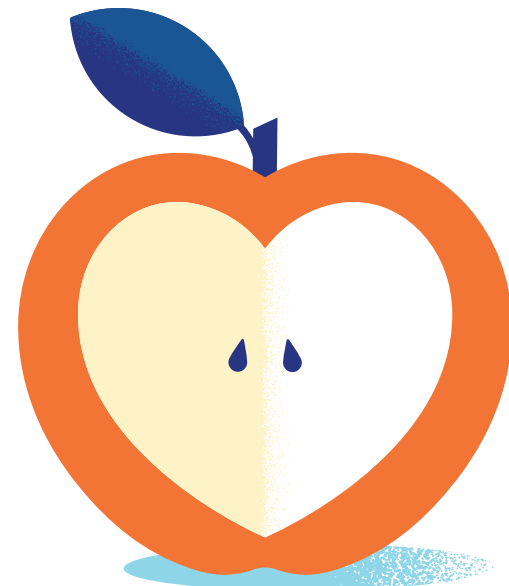
Women can also experience:

- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Pain in stomach
- Pain in back

A heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 70. For men, it is age 66.



**Heart smart.** A healthy lifestyle can help manage heart disease. Talk to your health care provider about changes you can make to reduce your risk of having a heart attack.



# Crush cancer

## Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

### 1. Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

### 2. Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then get Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

### 3. Prostate cancer screening

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

### 4. Lung cancer screening

Adults who are between the ages of 50 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

## Everyday life

# Are you SAD?

## Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

**Exercise.** Physical activity has been known to help people feel better and relieve stress. Taking a walk, doing yoga or swimming in an indoor pool can all get your body moving.

**Spend time outdoors.** Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.

**Take vitamins.** SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

# Behavioral health benefits

**Starting January 1, 2025, UnitedHealthcare will provide outpatient behavioral health benefits to NJ FamilyCare members. Previously, the outpatient services were covered by Fee-For-Service Medicaid and UHC did not have direct contact with the Provider.**

## Mental Health services

- Mental health therapy/counseling
- Mental health partial hospitalization
- Mental health partial care
- Mental health outpatient hospital or clinic services

## Substance Use Disorder (SUD) services

- Substance use disorder therapy/counseling
- Substance use disorder intensive outpatient
- Substance use disorder detoxification/ambulatory withdrawal management
- Substance use disorder partial care

## Member resources

# We're here to help

### Member Services:

**1-800-941-4647, TTY 711** (toll-free)

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.

### Our website: [myuhc.com/communityplan](https://myuhc.com/communityplan)

Our website keeps all your health information in one place.

### UnitedHealthcare app: Download on the App Store® or Google Play™

Access your health plan information on-the-go.

### UHC Doctor Chat: [UHCDoctorChat.com](https://UHCDoctorChat.com) or download the UHC Doctor Chat app

Connect to primary care providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week.

### Suicide & Crisis Lifeline: 988

Call or text if you need crisis support or are worried about someone else.

### Transportation: 1-866-527-9933, TTY 1-866-288-3133

Call Modivcare to ask about rides to and from your medical and pharmacy visits. To schedule a ride, call at least 5 business days before your appointment. We offer rides within 20 miles of your home.

### Care Management:

**1-800-941-4647, TTY 711** (toll-free)

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more.

### Community Connector:

**[uhc.care/HTCommConnector](https://uhc.care/HTCommConnector)**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

**Discrimination is against the law.** The company complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, or sex (including gender identity and sexual orientation).

You have the right to file a complaint if you believe you were treated in a discriminatory way by us. You can file a complaint or ask for help filing a complaint by mail, phone, or email at:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

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

**Online:**

**<https://www.hhs.gov/civil-rights/filing-a-complaint/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 free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-800-941-4647, TTY 711**. We're here to help.



# 1-800-941-4647, TTY 711

**English:** ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

**Spanish:** ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

**Chinese (Traditional):** 注意：您可以免費獲得翻譯及其他語言協助服務。如果您需要協助，請致電上列電話號碼。

**Korean:** 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

**Portuguese:** ATENÇÃO: a tradução e outros serviços de assistência linguística estão disponíveis sem qualquer custo para si. Se precisar de ajuda, contacte o número indicado acima.

**Gujarati:** ધ્યાન આપો: ભાષાન્તર અને અન્ય ભાષા સહાય સેવાઓ તમારા માટે કોઈપણ ખર્ચ વિના ઉપલબ્ધ છે. જો તમને મદદની જરૂર હોય, તો કૃપા કરીને ઉપરના નંબર પર કૉલ કરો.

**Polish:** UWAGA: tłumaczenia i inne formy pomocy językowej są dostępne bezpłatnie. Aby uzyskać pomoc, proszę zadzwonić pod numer powyżej.

**Italian:** ATTENZIONE: il servizio di traduzione e altri servizi di assistenza linguistica sono disponibili gratuitamente. Se serve aiuto, si prega di chiamare il numero sopra indicato.

**Arabic:** تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجاناً. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

**Tagalog:** ATENSYON: Ang pagsasalin at iba pang mga serbisyong tulong sa wika ay magagamit mo nang walang bayad. Kung kailangan mo ng tulong, mangyaring tawagan ang numero sa itaas.

**Russian:** ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

**Haitian Creole:** ATANSYON: Gen tradiksyon ak lòt sèvis èd pou lang ki disponib gratis pou ou. Si w bezwen èd, tanpri rele nimewo ki mansyone anwo a.

**Hindi:** ध्यान दें: अनुवाद और अन्य भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। अगर आपको मदद चाहिए तो कृपया ऊपर दिए गए नंबर पर कॉल करें।

**Vietnamese:** CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

**French:** ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

**Urdu:** توجہ فرمائیں: ترجمے اور زبان سے متعلق دیگر امدادی خدمات آپ کے لیے بغیر کسی قیمت کے دستیاب ہیں۔ اگر آپ کو مدد کی ضرورت ہے تو، براہ کرم اوپر دیئے گئے نمبر پر فون کریں۔