

Important health reminder.

Making the call is worth it.

**Schedule a well checkup now if you are new to the health plan.
Be sure to schedule a well checkup once a year even if you are not sick.**



1132 Bishop Street
Suite 400
Honolulu, HI 96813



An important reminder.





Stay healthy for life.

Aloha

UnitedHealthcare Community Plan welcomes you to the Early Periodic Screening, Diagnostic and Treatment (EPSDT) Program. This is part of your Medicaid benefit through QUEST Integration Program for members from birth through age 20. Schedule an appointment today.

Here's how:

- 1 Choose a primary care provider (PCP).**
As a new member, it is important to connect to a PCP. Please make sure your PCP is listed on your insurance card. If this is not your PCP, please call member services.
- 2 Schedule a checkup.**
Call your primary care provider (PCP) or have your legal guardian call for you. Ask to schedule an EPSDT well checkup. EPSDT well checkup services are provided by your PCP at no additional cost to you with UnitedHealthcare Community Plan.
- 3 Go to the checkup.**
Feel free to bring this card with you as a reminder of things that your PCP may need to complete.
 - Physical exam that may include checking your blood pressure, height and weight.
 - Developmental and autism screenings for children under 4 years old.
 - Vision and hearing check.
- 4 Ask your PCP about:**
 - Lead screening** between 9-12 months and 24 months.
 - Immunizations (shots)** that are recommended at this time.
 - Dental checkup** every 6 months starting at 1 year old and as early as 6 months old (if needed).
- 5 Write down your questions.**
You may have more questions for your PCP. If you do, it might help to write them down and then bring your list to the appointment. Some potential questions may include:
 - Family/work balance and any concerns that you or your family may have.
 - Making routines for family time, bedtime, teeth brushing and naps.
 - Safety tips for your home and car.
- 6 Use this card to track the recommended appointments for children under 3 years.**

Infancy	14 days, 1, 2, 4, 6, 9 months
Early Childhood	12, 15, 18, 24, 30 months; 3* years



Any question about your medical benefits or need help finding a PCP:

Call Member Services at **1-888-980-8728** (toll-free), **TTY/TDD 711**



Need transportation to a medical appointment:

Call Transportation Services (LogistiCare) at **1-866-475-5746** (toll-free), **TTY/TDD 711**

Other resources:

Any concern or question about how your child (0-3 years) is learning or growing:

Early Intervention Referral Line at:

1-808 594-0066 (Oahu)

1-800-235-5477 (Neighbor Islands (toll-free)) **TTY/TDD 711**

To find out if you qualify for a free health and food program for women, infants and children (WIC):

Call WIC for an appointment at **1-888-820-6425** (toll-free)

To find a dentist:

Call Community Case Management Corp (CCMC) at **1-888-792-1070** (toll-free)

* After age 3, a yearly well checkup is recommended.

Source: Bright Futures/ American Academy of Pediatrics



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of: • Race • Color • National Origin • Age • Disability • Sex

English

Do you need help in another language? We will get you a free interpreter. Call 1-888-980-8728 to tell us which language you speak. (TTY: 711).

Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-888-980-8728 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711).

Traditional Chinese

您需要其它語言嗎?如有需要,請致電1-888-980-8728,我們會提供免費翻譯服務(TTY: 711).

Korean

다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-888-980-8728 로 전화해서 사용하는 언어를 알려주십시오(TTY: 711).

Vietnamese

Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-888-980-8728 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711).



Know your own health needs.

Living with a chronic condition can be difficult. To avoid feeling overwhelmed, it helps to set goals for managing your condition. By educating yourself and asking questions, you can help with your own care. We can help. We have many programs that could benefit you.



Do you need someone who can help you better understand the condition(s) that you are living with?

Our health coaches will work with you to set goals to make health and lifestyle changes that can help you keep your condition under control. They will also help you to understand the tests you need to have in order to better manage your condition.



Do you smoke? If so, do you want to try and quit? We have a smoking cessation program that is available at no cost. Your TennCare benefits will even cover medications to help you quit.



Are you finding it difficult to juggle all of your medications? When you have more than one chronic condition, it can be hard to coordinate all of your medications. Sometimes you may need more medications than your benefits cover. Since it is important for you to take each of the medications that your doctor prescribes, we want to help you to manage your pharmacy benefit if you need help.



Do you want to work on weight loss or healthier eating habits?

These types of lifestyle changes can help with many chronic conditions. We have several different programs and opportunities to help you with this.



Have you noticed changes in your mood, habits or the way you feel? Do you need to talk to someone about those feelings?

Behavioral health services are available as part of your benefits. If you call us, we can help you find a provider or other resources to help you.



Do you or a family member have a question about your health and you do not know who to ask?

We have a 24-hour NurseLine that is available 7 days a week. You can call and speak with a registered nurse who can help with these questions. The NurseLine number is **1-800-690-1606, 711**.

All of these programs are available at no cost to you. If you would like to participate in any of these programs, please call us at **1-800-690-1606, 711**. We are here Monday - Friday from 7 a.m. - 5 p.m. CT.



Do you need free help with this letter?

If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-690-1606 (TTY 711).

Kurdish: کوردی

ناگاداری: نهگهر به زمانی کوردی قهسه دهکەیت، خزمەتگوزاریهکانی یارمەتی زمان، بهخۆرای، بو تو بەردەستە. پەیوەندی به 1-800-690-1606 (TTY 711) بکه.

Arabic: العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-690-1606 رقم هاتف الصم والبكم (TTY 711).

Chinese: 繁體中文

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 1-800-690-1606 (TTY 711)。

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-690-1606 (TTY 711).

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606(TTY 711)번으로 전화해 주십시오.

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-690-1606 (TTY 711).

Amharic: አማርኛ

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-690-1606 (TTY 711).

Gujarati: ગુજરાતી

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-690-1606 (TTY 711).

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-690-1606 (TTY 711).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-690-1606 (TTY 711).

Tagalog: Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-690-1606 (TTY 711).

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-690-1606 (TTY 711). पर काल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (TTY 711).

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-690-1606 (TTY 711).

Nepali: **नेपाली**
 ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।

Persian: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 (TTY 711) تماس بگیرید.

- Do you need help talking with us or reading what we send you?
- Do you have a disability and need help getting care or taking part in one of our programs or services?
- Or do you have more questions about your health care?

Call us for free at 1-800-690-1606. We can connect you with the free help or service you need (for TTY call: 711).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone.

Here are three places where you can file a complaint:

<p>TennCare Office of Civil Rights Compliance</p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov</p> <p>Phone: 855-857-1673 TRS: 711</p> <p>You can get a complaint form online at: https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 800-690-1606 TTY: 711</p> <p>You can get a complaint form online at: http://www.tn.gov/hcfa/article/civil-rights-compliance</p>	<p>U.S. Department of Health & Human Services</p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 TDD: 800-537-7697</p> <p>You can get a complaint form online at: http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>
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Look inside for an important reminder.

**Lea la información incluida en el interior;
encontrará un importante recordatorio.**



**Welcome to
UnitedHealthcare.**

We look forward to serving you.

**Bienvenido a
UnitedHealthcare.**

Esperamos tener la oportunidad
de brindarle nuestros servicios.

Get the most from your health plan right away. Obtenga el máximo beneficio de su plan de salud de inmediato.

Take your Health Risk Assessment.

Please call us at **1-866-444-9716, TTY 711.**

Your health is worth it. Call today.

Complete su evaluación de riesgo de salud.

Llámenos al **1-866-444-9716, TTY 711.**

Su salud lo vale. Llame hoy mismo.



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

We provide free services to help you communicate with us. Such as, qualified sign language interpreters, written materials in large print, audio, electronic, or other formats, or letters in other languages. Or, you can ask for an interpreter.

To ask for help, please call 1-800-504-9660, TTY 711. Representatives are available Monday through Friday from 7:00 a.m. – 7:00 p.m. Central Time.

ATENCIÓN: Si habla español, hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

For help to translate or understand this, please call 1-800-504-9660, TTY 711.

Si necesita ayuda para traducir o entender esto texto, por favor llame al teléfono 1-800-504-9660, TTY 711.

Yog xav tau kev pab txhais cov ntaub ntauv no kom koj totaub, hu rau 1-800-504-9660, TTY 711.

ເພື່ອຊ່ວຍໃນການແປ ຫລືເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະຮຸນາໂທຣະສັບຫາ 1-800-504-9660, TTY 711.

Если вам не все понятно в этом документе, позвоните по телефону 1-800-504-9660, TTY 711.

ဤအရာကို ဘာသာပြန်ရန် သို့မဟုတ် နားလည်နိုင်ရန်အတွက် အကူအညီလိုအပ်ပါက 1-800-504-9660၊ TTY 711 သို့ ဖုန်းခေါ်ပေးပါ။

Si lagaaga caawiyo turjumaadda ama fahamka taas, fadlan wac 1-800-504-9660, TTY 711.

如需協助翻譯或瞭解此內容，請致電 1-800-504-9660、聽障專線 711。