

# Sometimes we all can use an extra helping hand.



When it comes to your health, we know that going to the doctor is not always enough. Who you are, where you live and work, and how much money you make can have a big impact on your health.

## Other factors include:

- Race and ethnicity
- Age
- Education
- Employment
- Economic status
- Sexual orientation
- Gender identity
- Where you live (city, state, zip code)
- The conditions where you live

These factors can create barriers that keep you from being as healthy as possible. We are here to help minimize these barriers so you can experience better overall wellbeing.

## Have any of these things prevented you from getting care?

- Buying food is a priority over getting health care due to cost
- Cost of services, lost income by taking time from work, or due to childcare costs
- Discomfort due to trauma or other negative experiences in your past
- Fear of how your medical or personal health information will be used
- Inability to find a provider that you are comfortable with and trust (gender, race/ethnicity, language spoken, etc.)
- Lack of transportation to or from appointments
- Provider's location is not convenient or nearby
- Live in unsafe housing conditions that put your health at risk

If you are struggling and any of these are stopping you from getting the care you need, please reach out to us. **Our care managers would like to talk to you and try to help.**

### How to reach us

#### Call:

**1-877-222-1240** (TTY 711)  
Monday-Friday, 8 a.m. to 5 p.m.

#### Email:

**Case.Management@UniveraHealthcare.com**

**When we know there is a problem,  
we can try to help.**

### Community support

#### Expert, caring help with

- Housing, food and transportation
- Mental health support
- Substance use disorder services

**Available 24/7**

**Help is free and confidential**

**Call: 211 | Visit: 211WNY.ORG**