



HealthTALK

FALL 2019



New member program.



Wellhop for Mom & Baby is a program for expecting mothers to connect with a community of moms with similar due dates to share support. This program allows expecting moms to connect via video chat and provides the latest information and support. To enroll or learn more, visit momandbaby.wellhop.com.

Fight the flu.



Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.

Here are 3 other things you can do this fall to keep from getting the flu:

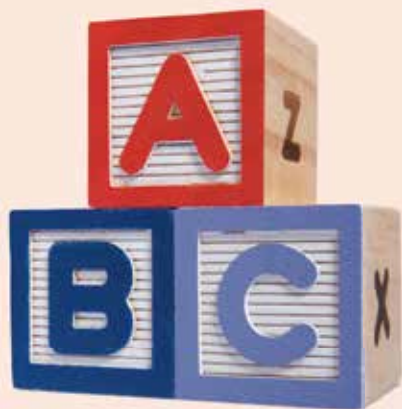
- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.



It's your best shot. There is no cost to you for flu shots.

The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.

UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212



Lead safety.

United Healthcare wants to help families protect children from lead exposure. Even low levels of lead in a child can create concerns. The best way to protect children is to prevent exposure before it happens.

Lead is often found in paint in older homes, some toys, soil, dust and water. If you see paint chips or dust on windowsills or floors from peeling paint, keep the area clean with a damp mop or cloth. Keep toys clean, especially those that are played with on the floor.

Talk to your child's doctor. Children should have a blood test for lead at 9–12 months of age and again at 24 months. This is when children are moving around, but still close to the floor and putting lots of things in their mouths.



Learn about lead. If you need more information or help finding a doctor, you can contact United Healthcare Special Needs Unit at **1-877-844-8844, TTY/PA Relay 711.**

Mammograms save lives.

Schedule your screening.

Breast cancer is one of the most common cancers in women. An estimated 268,600 U.S. women will be diagnosed with it this year.

October is breast cancer awareness month. It is a good time to schedule a mammogram if you are due for one. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump. When caught early, breast cancer is often curable.

Talk to your doctor about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. The American Cancer Society recommends annual mammograms for women starting at age 40 or 45, depending on risk. Then mammograms every 2 years beginning at age 55. Women at high risk may continue annual screenings after age 55.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.** Or visit myuhc.com/CommunityPlan.



Virtual visits.

If you have a non-emergency problem, skip the wait of the ER and chat with an ER doctor in minutes. The UnitedHealthcare Doctor Chat app allows members to connect with a doctor from wherever they are. Send messages and share images or video. Chats are secure and available at no additional cost to you.



Chat now. To learn more and register, go to UHCDoctorChat.com.



Find us online.

Don't forget to check out the "online edition" newsletter on our website for new and important information about staying healthy!

Articles you'll find include:

- Dr. Health E. Hound – Lead testing.
- The Right Dose – ADHD medications.
- Kids Health.
- Healthy Start.
- Crush Cancer.
- Help for Victims of Abuse.
- Breathe Easy.
- Prescribed an Opioid?
- Time for Change – Transitioning from pediatricians to PCP.
- Color Yourself Calm.
- How Much Is Too Much Screen Time?
- Mammograms Save Lives.
- Quitting Time – Smoking cessation.
- Stop the Sneeze.
- Heart Smart.



Visit us today. Go to UHCCP.com/newslettersPA to check it out!



Measles is on the rise.

Is your child protected?

Measles is contagious and can spread quickly. More than 900 cases of measles have been confirmed in 24 states this year. That's almost 9 times the number of cases that were reported in 2017.

The majority of people who get measles are unvaccinated. That's why it is important to be up-to-date on vaccinations.

You can protect your child against measles with a shot that protects against 3 diseases: measles, mumps and rubella (MMR). The MMR vaccine is proven to be safe. The Centers for Disease Control and Prevention recommends children get 2 doses of it:

- First dose at 12–15 months.
- Second dose before entering school (ages 4–6).

Outbreaks of vaccine-preventable diseases are serious. Vaccinate your child and help keep your community safe.



Ask the doctor. Ask your child's provider for a copy of their immunization record. Make sure your child has gotten all the shots they need.

Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-414-9025, TTY/PA Relay 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

**myuhc.com/CommunityPlan
Health4Me®**

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-844-222-7341, TTY/PA Relay 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, TTY/PA Relay 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps®: Get support throughout your pregnancy (toll-free).
1-800-599-5985, TTY/PA Relay 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth®: Get reliable information on health topics for and about kids.
KidsHealth.org

Want to receive information electronically?
Call Member Services and give us your email address (toll-free).
1-800-414-9025, TTY/PA Relay 711

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.
1-877-844-8844, TTY/PA Relay 711

Know your BMI.

Are you a healthy weight?

In the United States, more than 2 out of 3 adults are overweight or obese. Obesity is also becoming more common in children. Nearly 1 out of 5 children are obese according to recent data. Being overweight or obese puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too high for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



Know your number. Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at [cdc.gov/healthyweight/assessing/bmi](https://www.cdc.gov/healthyweight/assessing/bmi).



Healthy First Steps.

Pregnant women have access to United Healthcare's Healthy First Steps program. This program connects members with a nurse for education, planning and other things that may feel challenging both before and after the baby arrives.

The Healthy First Steps nurse can help connect members to an OB doctor. Since expectant members should see their OB doctor in the first trimester, the Healthy First Steps nurse can help coordinate appointments both prenatal and postpartum.



Take the first step. Members can access Healthy First Steps by calling **1-800-599-5985, TTY/PA Relay 711**.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides 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, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

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 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711** নম্বরে ফোন করুন।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૌલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**