



Health Talk



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Long Term Care

**United
Healthcare®
Community Plan**

Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

You're not alone

Did you know that 12 million American adults seriously thought about suicide in 2019? In the past decade, suicide rates in the U.S. have increased by about 33%. If you feel depressed, you are not alone. You can learn more about depression and other mental health topics at liveandworkwell.com. Consider starting a discussion with your provider about mental health.



Get help. If you need immediate help, call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**, TTY **711**. You can also text the Crisis Text Line 24 hours a day, 7 days a week. Text **HOME** to **741741**. Visit suicidepreventionlifeline.org for more information.



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Cultural services

Get the help you need

At UnitedHealthcare Community Plan, we care about our members. We value all of the cultural differences our members have. Beliefs about the cause, prevention and treatment of illness vary among cultures. These beliefs need to be respected in the practices used to maintain our members' health.

At UnitedHealthcare Community Plan, we know the importance of communication. We try to meet all of our members' needs. We can provide interpretation or translation services at no charge. We can also provide member materials to you in a language or format that may be easier for you to understand.



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Make your wishes known

Learn about advance directives

You have the right to say “yes” or “no” to procedures, tests and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end-of-life care known in advance. The Arizona Advance Directive Registry is a free registry you can use to electronically store and access your medical directives. This secure and confidential program grants peace of mind to registrants and their families. It also provides easy access to all health care providers.



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at azsos.gov/services/advance-directives.



We're here to help Call Member Services at **1-800-293-3740**, TTY **711**, for translation services, to find a doctor who understands your cultural needs, or for materials in another language or format. These services are provided at no cost to you.

Protect your baby

Without treatment, 1 out of 4 pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breastfeed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



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Pregnant? If you're pregnant or planning to get pregnant, make sure you get tested for HIV. Need a women's health care provider? Visit myuhc.com/communityplan.

Stay safe

Be aware of lead exposure during pregnancy

You can breathe in lead dust and not even know it. When old paint cracks, it makes dangerous chips and dust. The dust is so small, you cannot see it. Home repairs and renovations, including sanding or scraping paint, can make dangerous lead dust. You should not be in the house while someone is removing lead paint or cleaning up after renovations.

Also, use caution when eating anything brought into the U.S. by travelers from other countries. Certain candies, spices, toys, makeup and other foods contain small amounts of lead.



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Too much lead in a child's body leads to lead poisoning.

Lead poisoning can cause health problems. Many children with lead poisoning don't have symptoms. That's why testing is important.

Experts recommend testing at ages 1 and 2. If the test finds lead, treatment can help. If you think you or someone in your family may have lead poisoning, tell your health care provider. Also, please contact your Long Term Care Case Manager to ensure ongoing care coordination and follow up.



**Healthy mind,
healthy body**

Managing pain

Dealing with pain is something everyone goes through. You may be prescribed medication to help manage your pain. This may include over-the-counter drugs, such as aspirin or ibuprofen. Or they may be prescription painkillers, such as opioids. However, you may want to consider other options beyond medication. Here are some examples of other ways you can manage pain:

Mind-body techniques

These may include activities like meditation, mindfulness or breathing exercises. Pain often has a mental aspect, which these techniques can help with. Studies have shown that meditation can change how your brain processes pain.

Exercise

Exercise has a number of health benefits, including pain management. Walking, swimming or stretching can be good options for people in pain. Being inactive can contribute to pain, and exercise works against that. You can even combine exercise with mindfulness through activities like yoga or chair yoga.

Get support

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you're worried about your own substance use, you may feel helpless. You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs such as opioids. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

The Substance Use Disorder Helpline (**1-855-780-5955**, TTY **711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Help is available. Call the Substance Use Disorder Helpline at **1-855-780-5955**, TTY **711**, 24 hours a day.



postpartum checkup no later than 57 days after giving birth. If you had pregnancy complications or you have a chronic health condition, you may need extra postpartum checkups.

According to the Mayo Clinic, signs of postpartum depression may include:

- Depressed mood or mood swings
- Difficulty bonding with your baby
- Excessive crying
- Inability to sleep
- Loss of appetite
- Loss of energy
- Reduced interest in your activities

These are just some examples. If you feel you may have the baby blues, don't wait. Talk to your provider or case manager right away.

Baby blues

Dealing with postpartum depression

A postpartum checkup is a medical checkup you get after having a baby to make sure you're recovering well from labor and birth. Postpartum care is important because new moms are at risk of serious and sometimes life-threatening health complications.

Make a postpartum care plan with your provider during pregnancy. Talk to your provider about your postpartum care team. Get a complete



Help is available. For help 24 hours a day, 7 days a week, call the number on the back of your AHCCCS ID card for Behavioral Health Services. Or if you feel you need emergency help, call **911** immediately.

Stay healthy!

Family planning is a covered benefit. Talk with your primary care physician about the best options for you for family planning. He can help with contraceptive counseling, medication, supplies, oral and injectable contraceptives, subdermal implantable contraceptives, intrauterine devices, diaphragms, condoms, foams and suppositories.

Protect yourself if you are sexually active by using a condom every time. Millions of young people get STDs each year. They can lead to infertility and other permanent health problems.

You and your partner should talk about preventing STDs and unwanted pregnancy and be tested since many STD's do not have noticeable symptoms.

Don't let embarrassment prevent you from seeing a doctor if you suspect you may have an STD.



PCP, urgent care or emergency room?

How you can avoid the emergency room

When you are sick or hurt, you may not want to wait to get medical care. Choosing the right place to go will help you get treatment faster.

When can your primary care physician (PCP) treat you?

For most illnesses and injuries, your PCP's office should be the first place you call. You might get an appointment for later that day or be given advice on how to take care of yourself at home. Your doctor could call in a prescription to your drug store. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you



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think your illness or injury could result in death or disability if not treated right now. If you go for a minor problem, you may have to wait for a long time. Hospitals face challenges during flu season and with the pandemic. Help yourself and our health care providers by choosing the best option. It is important not to wait for serious illness, but to choose the right place to get help.



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Social determinants of health

Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work and age. These factors impact a wide range of health, functioning and quality of life and often times may be out of an individual's personal control, such as discrimination or an inability to access needed resources. Poor health outcomes are often made worse by the interaction between individuals and their social and physical environment. UnitedHealthcare recognizes its effects on the healthcare delivery system and quality of life. If you are experiencing food insecurities, at risk for homelessness or seeking safe and secure housing, or could use assistance to identify resources available from local community programs, speak with your Long Term Care Case Manager. Learn more at [healthypeople.gov](https://www.healthypeople.gov).

Keeping your child healthy

Well child visits to your pediatrician are important. They are needed all through childhood, from babies through teenagers. They are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) screenings.

Call your child’s doctor to make an appointment for a well child visit. Your child’s PCP can also help if your child becomes ill. Emergency rooms should only be used for real emergencies. Bring your child’s health plan ID card and shot record to every visit.

Well child visits may include:

- A physical examination
- Shots or immunizations
- Checking for and help for high blood lead levels (these can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness, abdominal pain)
- Sight and hearing tests
- Talking about physical activity and nutrition and how to prevent and treat childhood problems from being overweight
- Developmental screenings for speech, feeding and physical activity (for children who are delayed, the PCP can offer therapies for development of each of these skills)
- Dental care, including fluoride polish and sealants
- Questions about your child’s health and health history
- Lab tests such as urine and blood tests

Behavioral Health Assessments

For teenagers and young adults, the doctor may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Birth control (family planning is free)
- Making good choices and healthy behaviors
- Diet and weight
- Stopping sexually transmitted diseases (STDs) and testing for them, which is free
- Dangers of smoking, alcohol and other drugs
- Stopping injury and suicide attempts, bullying, violence and risky sexual behavior

Children should have checkups at:

- Birth/newborn
- 3-5 Days Old
- 1 Month Old
- 2 Months Old
- 4 Months Old
- 6 Months Old
- 9 Months Old
- 12 Months Old
- 15 Months Old
- 18 Months Old
- 24 Months Old
- 30 Months Old
- 3 Years Old and every year after through age 20



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Fight the flu

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get the flu vaccine each year. It is available in the fall and winter months. It is the first and most important step in protecting you and your family against the flu.

If you have not gotten the COVID-19 vaccine yet, talk to your provider about when you should get it. The FDA-authorized COVID-19 vaccines have been proven to be safe and effective for most people ages 12 and older.



It’s your best shot.

There is no cost to you for the flu or COVID-19 vaccines. You can get them at any clinic or pharmacy that accepts your plan. Visit myuhc.com/communityplan to find a location near you.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-293-3740, TTY 711

Our website: Find a provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-440-0255, TTY 711

Arizona Smokers' Helpline (ASHLine):

Get help quitting smoking at no cost to you (toll-free).

1-800-55-66-222, TTY 711

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

liveandworkwell.com

Crisis Lines for Help with Mental Health:

1-877-756-4090, TTY 711

(Northern Arizona)

1-800-631-1314, TTY 711

(Central Arizona)

1-866-495-6735, TTY 711

(Southern Arizona)

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC): WIC is a nutrition program that provides additional nutritious food and helps families learn about staying healthy.

1-800-252-5942, TTY 711

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services and ask to speak with OIFA.

1-800-293-3740, TTY 711

Dispatch Health: Mobile urgent care covering most areas in Maricopa County. Available 7 days a week from 8 a.m. – 10 p.m., including holidays.

1-480-581-6774, TTY 711

Part D vaccine coverage

Except for vaccines covered under Medicare Part B (medical insurance), Medicare drug plans must cover all commercially available vaccines (like the shingles vaccine) when medically necessary to prevent illness.



Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or you can ask for an interpreter. To ask for help, please call Member Services at **1-800-293-3740, TTY 711, 8 a.m. – 5 p.m., Monday–Friday.**



Contract services are funded under contract with the State of Arizona. 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 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-293-3740**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

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

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