



# HealthTALK

FALL 2019



## Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.



## 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](http://myuhc.com/CommunityPlan) to find a location near you.

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14141 Southwest Freeway, Suite 800  
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## Controlling asthma.


Asthma is a disease that affects the lungs and airways. It causes serious coughing and wheezing. Children and adults with asthma can get help from their doctor. Medication can help control daily symptoms.

Sometimes, even with medication, a person can have a severe asthma attack. A bad attack makes it difficult to breathe. This could become an emergency.

To control your asthma, learn what can trigger an attack.

- **Exercise.** Some people only have attacks after vigorous physical activity.
- **Airborne irritants.** Things in the air, such as pollen, dust mites, smoke or pet dander.
- **Cold or dry air.**
- **Catching a common cold or the flu.**

Develop an asthma action plan. Talk to your doctor about the best way to prevent or manage attacks. You might need to add quick-relief medications or use an inhaler.

 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at the number on the back of your member ID card to learn more.

# The HPV vaccine.

## It's for all pre-teens.

Human papillomavirus (HPV) is the most common sexually transmitted infection (STI). Most of the time, it causes no problems and goes away. But sometimes, it causes cancer. In fact, every year in the United States, 33,700 women and men are diagnosed with a cancer caused by the HPV infection.

There is a vaccine for HPV that could prevent more than 90 percent of these cancers from ever developing. The vaccine works best when given before boys or girls become sexually active. Pre-teens should get it at age 11 or 12, but it can be given as early as age 9 or as late as age 26. The HPV vaccine is given as a series of 2 or 3 shots, depending on the age of your child. Ask about it at your pre-teen's next checkup.



**What vaccines does your child need?** Learn more about vaccines for every member of your family at [CDC.gov/vaccines](https://www.cdc.gov/vaccines).



## The right dose.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor.

A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another. A child who takes ADHD medicine must be seen by their doctor to make sure they are getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months.



**Plan of attack.** We can help with scheduling an appointment or finding a provider. Call Member Services toll-free at the number on the back of your member ID card. Or visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

## Be stress-free.

It's perfectly natural to feel stressed sometimes. Everyone does — even kids. For young children, being separated from their parents when at daycare or school can be stressful. As kids get older, schoolwork and social pressures (especially from trying to fit in) can cause them to feel overwhelmed.

How can you help your child cope with stress? Make sure they know they are not alone. Talk with your child about what's bothering them. Help them come up with a solution. This could mean cutting back on extra activities or spending more time together.



**Relax.** To learn about your behavioral health benefits, call Member Services toll-free at the number on the back of your member ID card.



## Measles is on the rise.

### Is your child protected?

Measles is contagious and can spread quickly. So far this year, more than 900 cases of measles have been confirmed in 24 states. 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).  
**STAR and CHIP: 1-888-887-9003, TTY 711**  
**STAR Kids: 1-877-597-7799, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**STAR: 1-800-535-6714, TTY 711**  
**CHIP: 1-800-850-1267, TTY 711**  
**STAR Kids: 1-844-222-7326, 711**

**Service Coordination:** Get help for special needs of STAR Kids members (toll-free).  
**1-877-352-7798, TTY 711**

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

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
[UHCBabyBlocks.com](http://UHCBabyBlocks.com)

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.  
[KidsHealth.org](http://KidsHealth.org)

**Want to receive information electronically?**  
Call Member Services and give us your email address (toll-free).  
**STAR and CHIP: 1-888-887-9003, TTY 711**  
**STAR Kids: 1-877-597-7799, TTY 711**

# Ask Dr. Health E. Hound<sup>®</sup>.

**Q: How much screen time is too much?**

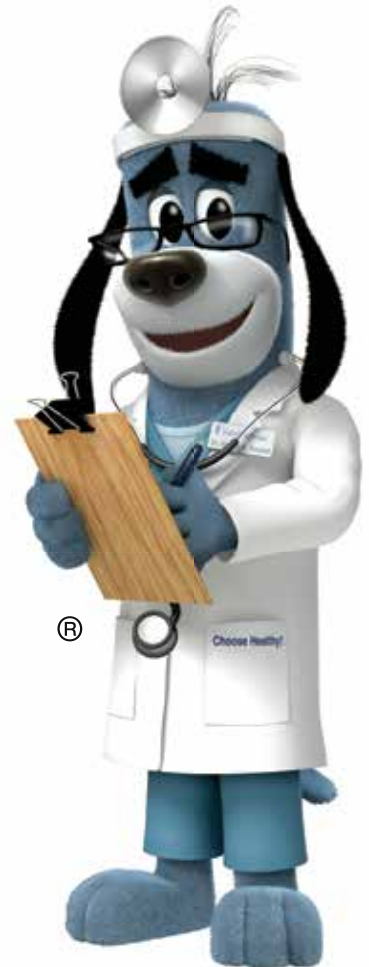
**A:** Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time. For children over the age of 2, the AAP says no more than 2 hours of screen time per day.

There are some positives to screen time. The internet, social media and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life.

But studies say using too much technology can lead to attention problems, and sleep and eating disorders.

It can also contribute to being overweight. There are several ways you can limit your child's screen time:

- Set up rules.
- Create time limits.
- Limit what your child sees.
- Keep televisions, tablets and computers out of your child's room.
- Set an example by staying active with physical and outdoor activities.



**Learn more.** Visit [KidsHealth.org](http://KidsHealth.org) to learn more about kids' health topics. This website has articles, videos and interactive content for parents, children and teens.

Dr. Health E. Hound<sup>®</sup> is a registered trademark of UnitedHealth Group.



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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call Member Services toll-free at **1-877-597-7799, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us such as letters in other languages, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-877-597-7799, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comuniquen con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة. أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرَج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libreng serbisyo upang matulungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maaari ka ring humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहिचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબર ને કોલ કરવા વિનંતી. તમારા આઈ ડી કાર્ડ ઉપર નોંધાયેલા ટોલ-ફ્રી સભ્ય ફોન નંબર ને કોલ કરવા વિનંતી.

Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດໝາຍໃນພາສາອື່ນຫຼືການພິມຂະໜາດໃຫຍ່ຫຼື, ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໃຫ້ທາເບີໂທລະສັບຂອງສະມາຊິກໃຫມ່ທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.