



HealthTALK

SUMMER 2020



Is this newsletter easy to understand?

Email your comments or suggestions to communityplanhi@uhc.com. We'd love to hear from you!



istock.com: Алексей Белозерский

Green thumb.

Gardening can help reduce stress and anxiety.

A recent Gallup survey showed 55% of Americans feel stressed at some point during the day. If you're feeling stressed, consider gardening. Sometimes called "horticultural therapy," gardening can:

- Reduce symptoms of stress and anxiety.
- Help you focus on more positive thoughts.
- Improve your ability to pay attention.

If you don't have the space for your own outside garden, you can use planters made for indoors. Try starting small with easy-to-grow herbs such as basil, chives or mint. Then use them in your next meal!



istock.com: urfingus



De-stress. To learn more about your behavioral health benefits, call Member Services toll-free at **1-888-980-8728, TTY 711.**

UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802

Drink up.

Staying hydrated is important for good health. It is especially important in the summer because you can become dehydrated more easily when it's hot outside. Dehydration can lead to serious conditions like heat exhaustion and heat stroke.

Drinking water is the best way to stay hydrated. If you don't like the taste of plain water, try adding some fruit — such as a slice of lemon or lime, or fresh or frozen berries — to your glass. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good hydration option.

Most people should try to drink about 8 glasses of water each day. But each person's needs are different. Drink whenever you feel thirsty.

Subtle changes.


How to spot skin cancer.

Did you know skin cancer is the most common cancer in the United States? It can affect anyone, regardless of their skin color. The good news is nearly all skin cancers can be treated if they are found early.

Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

- A. Asymmetry:** One half does not match the other.
- B. Border:** Uneven, jagged or poorly defined borders.
- C. Color:** Variety of colors — like brown, tan, red or black — in different areas.
- D. Diameter:** Grows larger than ¼ inch across.
- E. Evolution:** Change in size, shape, color, height or any other trait.

A simple way to protect your skin and reduce your risk of developing skin cancer is by wearing sunscreen when you go outside. Use one that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher. Reapply every 2 hours. This helps protect your skin from the sun's cancer-causing ultraviolet (UV) rays.

 **See a specialist.** If you notice any of these subtle skin changes, you should get checked out. Your primary care provider (PCP) can refer you to a specialist. To learn more about your benefits, call Member Services toll-free at **1-888-980-8728, TTY 711**. Or visit our website at **myuhc.com/CommunityPlan**.

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Smart food choices.

Be in control of your blood sugar.

According to the American Diabetes Association, “What can I eat?” is the No. 1 question people ask after they get diagnosed with diabetes. When it comes to your diabetes diet, you should limit or avoid foods with added sugars. This helps keep your blood sugar in check.

Knowing how much sugar is in the food you eat can help you control your blood sugar levels. The American Heart Association recommends that

men have no more than 36 grams (9 teaspoons) of sugar each day. Women should have no more than 24 grams (6 teaspoons) per day.

The number and type of carbohydrates you eat also have a big impact on your blood sugar levels. The Centers for Disease Control and Prevention recommends 60–75 grams of carbs per meal for most men, and 45–60 grams of carbs per meal for most women.

What does that look like when it comes to real life?

▲ = 1 gram sugar ■ = 1 gram carbs

5.3 oz. nonfat Greek yogurt

4 grams (1 teaspoon) of sugar



6 grams of carbs



8 oz. apple juice

28 grams (7 teaspoons) of sugar



29 grams of carbs



8 oz. V-8 juice

7 grams (1 ¾ teaspoons) of sugar



9 grams of carbs



1 medium banana

14 grams (3 ½ teaspoons) of sugar



27 grams of carbs



1 cup of broccoli

1.5 grams (⅓ teaspoon) of sugar



6 grams of carbs



1 snack-size bag of pretzels

1 gram (¼ teaspoon) of sugar



23 grams of carbs



3 Oreo cookies

15 grams (3 ¾ teaspoons) of sugar



24 grams of carbs



Know your numbers. People with diabetes should see their doctor 2 to 4 times a year for an A1c blood test. The test results are reported as a percentage. The higher the percentage, the higher your blood sugar levels. What should your A1c be? For most adults with diabetes, the goal is to have an A1c that is less than 7%. For adults without diabetes, A1c is tested during your annual well visit. A normal A1c level is below 5.7%.



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Exercise ideas.

You don't need a gym to get a workout.

Did you know that only about one-third of American adults get the recommended amount of exercise every week? Lack of exercise is associated with serious health problems such as heart disease.

Try these simple exercises that are easy to do in a small space:

- **Classic exercises** such as sit-ups, push-ups, lunges, squats and climbers.
- **Low-impact weightlifting.** If you don't have weights, use everyday objects that are comfortable for you to lift. This could be a bag of potatoes or plastic jugs filled with water.
- **Yoga.** All you need is a soft mat to sit and lay on. Learn more about some simple moves to get started at healthtalkyoga.myuhc.com.

Questions? Ask your primary care provider (PCP) for advice on an exercise plan that works for you. Need to find a new PCP? Call Member Services toll-free at **1-888-980-8728, TTY 711**. Or visit our website at myuhc.com/CommunityPlan.

Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-980-8728, TTY 711

Our website: Find a provider, read your Member Handbook or see your 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).
1-888-980-8728, TTY 711

Quit For Life®: Get free help quitting smoking.
quitnow.net

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-888-980-8728, TTY 711



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Electronic Visit Verification

Member Welcome Letter

Dear Medicaid Member,

Later this year, the State of Hawaii will start using a new tool called Electronic Visit Verification (EVV) to meet the new federal requirements. If you receive certain home health, personal assistance or nursing services, EVV will verify when your caregiver begins and ends these services. This will help Medicaid make sure you receive your services and your caregivers are paid for the services they provide.

EVV is free to you and your caregiver(s).

EVV will apply to Skilled Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy, Social Work, Personal Assistance Level I (PA1), Personal Assistance Level II (PA2), Attendant Care, Respite, Nursing – Private Duty, Nursing – Respite and Nursing – Attendant Care.

Caregivers will use an EVV application on their smartphone.

- Caregivers will use the EVV application to check in when they arrive and begin services.
- Caregivers will use the EVV application to check out when they end services.

If your caregiver is not able to use a smartphone, more information will be sent on other ways to record their start and end times.

For more information, please visit www.medquest.hawaii.gov/EVV to read Frequently Asked Questions.

If you have questions about EVV, please email EVV-MQD@dhs.hawaii.gov or you can talk to your service coordinator.

Sincerely,

Jon Fujii

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

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 us toll-free at **1-888-980-8728, TTY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare
Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance 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, 800-537-7697 (TDD)

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

(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**).

(Cantonese) 您需要其他语言吗？如果需要，请致电**1-888-980-8728**，我们会提供免费翻译服务 (TTY: **711**)。

(Chuukese) En mi niit ánninis lon pwal eu kapas? Sipwe angeey emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ááni. (TTY: **711**).

(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. (TTY : **711**).

(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: **711**).

(Hawaiian) Makemake 'oe i kōkua i pili kekahi 'ōlelo o nā 'āina 'ē? E ki'i nō mākou i mea unuhi manuahi nou. E kelepona i ka helu **1-888-980-8728** no ka ha'i 'ana mai iā mākou i ka 'ōlelo āu e 'ōlelo ai. (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**).

(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、**1-888-980-8728**に、電話して、私たちに貴方の話されている言語を申し出て下さい。(TTY: **711**).

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

(Mandarin) 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**)。

(Marshallese) Kwōj aikuj ke jipan kōn juon bar kajin? Kōm naaj lewaj juon aṃ ri-ukok eo ejjeļok wōṅean. Kūrtok **1-888-980-8728** im kowaļok nan kōm kōn kajin ta eo kwō mejeje im kōnono kake. (TTY **711**).

(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: **711**).

(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos qué idioma habla. (TTY: **711**).

(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa **1-888-980-8728** para sabihin kung anong lengguwahe ang nais ninyong gamitin (TTY: **711**)

(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (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**).

(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa **1-888-980-8728** aron magpahibalo kung unsa ang imong sinulti-han. (TTY: **711**).