



# Health Talk



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Fall 2021

United  
Healthcare®  
Community Plan

## Get connected

Download the UnitedHealthcare mobile app. It's designed for people on the go. Find it on the App Store or Google Play, or scan here.



## We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines.



**Learn more.** For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

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UnitedHealthcare Community Plan of North Carolina  
3803 N. Elm Street  
Greensboro, NC 27455



Healthy mind,  
healthy body

## Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.



**Find a provider.** We can help you find a mental health or primary care provider who is a good fit for you. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

# 5-can soup

## A simple and satisfying recipe

Making a delicious and hearty soup this fall is as easy as 1, 2, 3, 4, 5. Simply combine and heat these pantry staples, and you'll have a healthy dinner on the table in less than 20 minutes. This recipe serves 6 and costs less than \$5.

Ingredients	Approximate cost (Walmart)
1 14.5-ounce can diced tomatoes	\$0.72
1 15-ounce can corn	\$0.50
1 19-ounce can ready-to-serve minestrone soup	\$1.42
1 15-ounce can mixed vegetables	\$0.58
1 15-ounce can black beans, rinsed and drained	\$0.72

### Instructions

1. Mix all ingredients in a large pot
2. Warm on stove over medium heat until warmed through (about 10–15 minutes)

### Seasoned cook tip

Make the recipe your own by adding spices (to taste) for more flavor. Garlic, cumin and chili powder will give the soup more of a kick. Italian seasoning, salt and pepper will give it a more savory and earthy taste.

Recipe source: WW



**Go online.** For more healthy fall recipes, visit [healthtalkrecipes.myuhc.com](https://healthtalkrecipes.myuhc.com). You'll also find a short video about which foods are best to buy frozen.



istock.com/Paul Bradbury



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## Fight the flu

### It's time for your annual flu vaccine

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](https://myuhc.com/communityplan) to find a location near you.

# Stay well

## Catch up on adolescent well visits and vaccines

Due to COVID-19, many children are behind on their well visits and vaccines. If your child missed their back-to-school checkup this year, it is not too late to make it up.

Well visits are needed all throughout childhood – from babies to teens. These visits may include:

- A physical exam
- Vaccines
- Sight and hearing tests
- Discussion of physical activity and nutrition
- Developmental screenings for speech, feeding and physical activity
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the well visit, ask your child's provider if your child is up to date with their vaccines. Staying on schedule with vaccinations protects your child as well as others from getting sick. If your child missed any of their vaccines this year, it's not too late to make them up.



**Get checked.** Call your child's provider to make an appointment for a well visit. To find a new provider, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

Or call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.





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# Know your risk

Breast cancer and cervical cancer are 2 of the most common types of cancer in women. Here are some factors that may put you at an increased risk for getting them.

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-800-349-1855, TTY 711**

**Our website:** Find a provider, view your benefits 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).  
**1-855-202-0992, TTY 711**

**Quit For Life®:** Get help quitting smoking at no cost to you (toll-free).  
**1-866-784-8454, TTY 711**  
**quitnow.net**

**Healthy First Steps®:** Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).  
**1-800-599-5985, TTY 711**  
**uhchealthyfirststeps.com**

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

Breast cancer risk factors	Cervical cancer risk factors
Are age 50 or older	Have been infected with human papillomavirus (HPV)
Started your period before age 12 or started menopause after age 55	Have had other sexually transmitted infections (STIs)
Have a mother, sister or daughter who has had breast cancer	Have a mother, sister or daughter who has had cervical cancer
Are not physically active	Have had many sexual partners
Drink alcohol or smoke	Smoke

It's important for all women to get screened for these cancers as recommended by the Centers for Disease Control and Prevention (CDC). Screenings can help catch them in their early stages, when they are easier to treat.

Breast cancer screening guidelines	Cervical cancer screening guidelines
Mammograms, which are an X-ray of the breast, should be done every 1 to 2 years for women age 50 or older.	Women between the ages of 21 and 29 should get a Pap smear every 3 years, then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal results.



### Make a screening plan.

Talk to your provider about screening for breast cancer and cervical cancer. If you need to find a provider, we can help. Call Member Services toll-free at the phone number listed in the resource corner to the left. Or visit **myuhc.com/communityplan**.



You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-800-349-1855, TTY 711**.

If English is not your first language, we can help. Call Member Services at **1-800-349-1855, TTY 711**. You can ask us for the information in this material in your language. We have access to interpreter services and can help answer your questions in your language.

**Spanish:** Si el inglés no es su lengua materna, podemos ayudarle. Llame a Servicios para Miembros al **1-800-349-1855, TTY 711**. Puede solicitarnos la información de este material en su idioma. Tenemos acceso a servicios de intérpretes y podemos ayudar a responder sus preguntas en su idioma.

**Chinese:** 如果英文不是您的母語，我們可以提供協助。請致電 **1-800-349-1855、聽障專線 711** 與會員服務部聯絡。您可以要求我們以您的母語提供本資料中的資訊。我們有提供口譯員服務且我們可以使用您的母語協助您解答疑問。

**Vietnamese:** Nếu tiếng Anh không phải là ngôn ngữ chính của quý vị, chúng tôi có thể trợ giúp. Xin gọi cho Dịch vụ Hội viên theo số **1-800-349-1855, TTY 711**. Quý vị có thể yêu cầu chúng tôi cung cấp thông tin trong tài liệu này bằng ngôn ngữ của quý vị. Chúng tôi có dịch vụ thông dịch và có thể giúp giải đáp các thắc mắc bằng ngôn ngữ của quý vị.

**Korean:** 영어가 모국어가 아닌 경우 저희가 도와드릴 수 있습니다. 가입자 서비스부에 **1-800-349-1855, TTY 711**번으로 전화하십시오. 본 자료에 있는 정보를 귀하의 언어로 요청하실 수 있습니다. 저희는 통역 서비스를 이용할 수 있으며 귀하의 언어로 질문에 답변하는데 도움을 드릴 수 있습니다.

**French:** Si l'anglais n'est pas votre langue maternelle, nous pouvons vous aider. Appelez le Service membres au **1-800-349-1855, ATS 711**. Vous pouvez nous demander de vous fournir, dans votre langue, les informations contenues dans ce document. Nous avons accès à des services d'interprétariat et pouvons vous aider à obtenir des réponses à vos questions dans votre langue.

**Arabic:**

إذا لم تكن اللغة الانجليزية هي لغتك الأولى، فيمكننا تقديم المساعدة. اتصل بقسم خدمات الأعضاء على الرقم **1-800-349-1855**، أو عبر الهاتف النصي على الرقم **711**. يمكنك أن تطلب منا المعلومات الواردة في هذه المادة بلغتك. يمكننا الحصول على خدمات الترجمة الفورية والمساعدة في الإجابة عن أسئلتك بلغتك.

**Russian:** Если английский язык не является Вашим родным языком, мы можем помочь Вам. Обращайтесь в отдел обслуживания участников по телефону **1-800-349-1855, TTY 711**. Вы можете попросить нас предоставить Вам информацию, излагаемую в данном материале, на Вашем родном языке. У нас есть возможность воспользоваться услугами переводчика, и мы поможем Вам получить ответы на вопросы на Вашем родном языке.

**Tagalog:** Kung hindi English ang una mong wika, makakatulong kami. Tawagan ang Member Services sa **1-800-349-1855, TTY 711**. Maaari mong hilingin ang impormasyong nasa materyal na ito sa iyong wika. Makakakuha kami ng mga serbisyo ng interpreter at makakatulong kaming sagutin ang iyong mga tanong gamit ang iyong wika.

**German:** Wenn Englisch nicht deine Muttersprache ist, können wir helfen. Rufe den Mitgliederservice unter: **1-800-349-1855, TTY 711** an. Du kannst uns nach den Informationen in diesem Material in deiner Sprache fragen. Wir haben Zugang zu Dolmetscherdiensten und können dir helfen, deine Fragen in deiner Sprache zu beantworten.

**Japanese:** 英語がわからなくてもお手伝いいたします。次のメンバーサービスにお電話ください: **1-800-349-1855, TTY 711**。本資料の内容についてご質問がございましたら、ご自身の言語でお尋ねください。私たちの方で通訳サービスを利用し、ご質問いただいた言語でお答えします。

**Gujarati:** જો અંગ્રેજી તમારી પ્રથમ ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. પર સભ્ય સેવાઓને **1-800-349-1855**, ટીટીવાય **711** પર કૉલ કરો. તમે અમને તમારી ભાષામાં આ સામગ્રીની માહિતી માટે પૂછી શકો છો. અમારી પાસે દુભાષિયા સેવાઓ ઉપલબ્ધ છે અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબમાં મદદ કરી શકીએ છીએ.

**Khmer:** ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាទីមួយរបស់អ្នកបទប្បញ្ញត្តិអោចជួយបាន។ សូមទូរស័ព្ទបសវាកម្មសមាជិកតាមលេខ **1-800-349-1855, TTY 711** ។ អ្នកអោចសំណើមានប្រើប្រាស់ ឯកសារបន្ថែម: ជាភាសារបស់អ្នក។ ប្រើប្រាស់អោចផ្តល់សវាកម្មប្រើប្រាស់និងអោចជួយប្រើប្រាស់សំណួររបស់អ្នកជាភាសារបស់អ្នក។

**Hindi:** यदि अंग्रेजी आपकी पहली भाषा नहीं है तो हम मदद कर सकते हैं। सदस्य सेवाओं को **1-800-349-1855, TTY 711** पर कॉल करें। आप हमसे इस सामग्री में मौजूद जानकारी को अपनी भाषा में मांग सकते हैं। हमारी पहुँच दुभाषिया सेवाओं तक है और हम आपकी भाषा में आपके सवालों का जवाब देने में मदद कर सकते हैं।

**Laotian:** ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາທັກຂອງທ່ານ, ພວກເຮົາສາມາດຊ່ວຍໄດ້. ໂທຫາຝ່າຍບໍລິການສະມາຊິກໄດ້ທີ່ **1-800-349-1855, TTY 711**. ທ່ານສາມາດຂໍຂໍ້ມູນໃນເອກະສານນີ້ເປັນພາສາຂອງທ່ານຈາກພວກເຮົາໄດ້. ພວກເຮົາສາມາດເຂົ້າເຖິງບໍລິການແປພາສາ ແລະ ສາມາດຊ່ວຍຕອບຄໍາຖາມຂອງທ່ານເປັນພາສາຂອງທ່ານໄດ້.

**Hmong:** Yog hais tias lus Askiv tsis yog koj thawj hom lus, peb yuav pab tau koj. Hu rau qhov Chaw Pab Cov Tswv Cuab ntawm tus xov tooj **1-800-349-1855, TTY 711**. Koj yuav hais tau rau peb kom qhia cov lus nyob hauv daim ntawv no ua koj hom lus. Peb muaj cov kev pab txhais lus thiab teb koj cov lus nug ua koj hom lus.

## Notice of non-discrimination

UnitedHealthcare Community Plan of North Carolina complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. UnitedHealthcare Community Plan of North Carolina 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 of North Carolina 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 of North Carolina 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 Member Services at **1-800-349-1855**, TTY **711**.

If you believe that UnitedHealthcare Community Plan of North Carolina has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

DHHS ADA/RA Complaints  
Office of Legal Affairs  
2001 Mail Service Center  
Raleigh, NC 27699-2001

You can file an ADA/RA (American with Disabilities Act/Rehabilitation Act) complaint by mail. You can ask for the form to file an ADA and/or RA complaint from the DHHS Compliance Attorney at 919-855-4800. It is also available online at <https://files.nc.gov/ncdhhs/DHHS%20ADA%20Grievance%20Procedure%20June%202019.pdf>.

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>

**by mail** at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, D.C. 20201; or

**by phone** at **1-800-368-1019** (TDD **1-800-537-7697**)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).