



# Health Talk



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Summer 2021

**United  
Healthcare®**  
Community Plan

## Did you know?

Due to the COVID-19 pandemic, the Olympic Games were postponed for the first time ever. The 2020 Summer Olympic Games are being played in Tokyo this year in late July and early August.



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## The COVID-19 vaccine

You may be wondering if it is safe to get the COVID-19 vaccine. The U.S. vaccine safety system puts all vaccines through a strict process to make sure they are safe. They are proven to be safe and effective for most people ages 12 and older. Most COVID-19 vaccines require 2 doses.

Get vaccinated when you are eligible. If you have questions about when you are eligible, contact your state health department. We know the vaccine supply may be limited. When the vaccine is available, it is important for everyone who is eligible to get it. This will help reduce the spread of COVID-19.



**It's your best shot.** Visit [UHCCommunityPlan.com/covid-19/vaccine](https://UHCCommunityPlan.com/covid-19/vaccine) for the latest information about the COVID-19 vaccine.



# A healthy pregnancy

## Earn rewards for prenatal and postpartum care

The earlier you start your prenatal care — also known as care you receive while pregnant — the better. Early and regular prenatal care can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will also get to listen to your baby’s heartbeat.

Prenatal appointments will likely be scheduled at the following times:

- Once a month from weeks 4 to 28
- Every 2 weeks from weeks 28 to 36
- Every week from weeks 36 to 40

You can earn rewards through our Healthy First Steps® program by attending your prenatal and postpartum appointments. Attend your first appointment to start your pregnancy journey.



**Take the next step.** Sign up for Healthy First Steps today to start earning rewards for having a healthy pregnancy. Visit [UHCHealthyFirstSteps.com](https://UHCHealthyFirstSteps.com) to enroll after your first provider appointment. Or call **1-800-599-5985**, TTY **711**, for more information.



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## Healthy mind, healthy body

### It’s OK to ask for help

Increased stress can lead people to use alcohol and drugs more often. If you or someone you care about is struggling with substance use, help is available.

Getting treatment for substance use can result in a better life. Here are some tips to start recovery:

- **Contact your primary care provider.** They can help you come up with a plan for treatment.
- **Find the right treatment.** Many kinds of help are available. This includes counseling, peer support and medication-assisted treatment (MAT). MAT uses medications along with counseling and behavioral therapies.
- **Get help from family, friends and your community.** Don’t try to get better by yourself. Having people you can turn to for support can help.
- **Add a support group.** Talking with others who have “been there” can be helpful. There are many types of online and in-person groups.



**Here to help.** Contact the behavioral health hotline at **1-800-435-7486**, TTY **711**. They can help you find treatment.

# Prevention is the best medicine

## Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you and your family healthy. Preventive care includes routine well exams, screenings and vaccines to keep you and your family from getting sick or developing other health problems.

All members of your family over the age of 3 should see their primary care provider once a year for an annual well visit. Children younger than 3 need to see their providers more often to get their recommended vaccines and screenings.

At your annual well visit, ask your provider about screenings. Screenings can help catch common illnesses and conditions early, when they are easier to take care of. Annual well visits, screenings and most vaccinations are covered by your health insurance and you pay nothing out of pocket.

### Lead screening

If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.

### Developmental and behavioral screenings

These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old – or anytime you have a concern.

### Blood pressure screening

Keeping your blood pressure in check is an important part of maintaining good health. Adults should have their blood pressure checked at each well visit.

### Bone density screening

Bone density screenings are recommended for all women over the age of 65, and younger women with a higher risk of bone fracture.

### Breast cancer screening

Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

### Cervical cancer screening

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 Pap results.

### Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 50 to 75. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests.



**Time for a checkup?** Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.



## Vaccines save lives

Vaccines are one of the best ways you can protect your family from serious diseases that may require time in the hospital. Both children and adults need to get vaccines. Everyone aged 6 months and older should get a flu shot each year.



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Vaccines for kids (in order of when the first dose should be received)	Shots for babies (birth–18 months)	Booster shots for young children (4–6 years)	Shots for preteens (11–12 years)
Hepatitis B (HepB)	X X X		
Rotavirus (RV)	X X X		
Diphtheria, tetanus, pertussis (DTaP)	X X X X	X	X
Haemophilus influenzae type b (Hib)	X X X X		
Pneumococcal disease (PCV13)	X X X X		
Polio (IPV)	X X X	X	
Influenza (flu)	yearly	yearly	yearly
Measles, mumps, rubella (MMR)	X	X	
Chickenpox (varicella)	X	X	
Hepatitis A (HepA)	X		
Human papillomavirus (HPV)			X X
Meningococcal disease			X

Vaccines for adults	All ages	Age 50 and older	Age 65 and older
Influenza (flu)	yearly	yearly	yearly
Shingles (herpes zoster)		X X	
Tetanus, diphtheria, pertussis (Tdap)	every 10 years	every 10 years	every 10 years
Pneumococcal disease			X

## Here comes the sun

### Protect your skin while you're out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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# Know where to get care

## Primary care, virtual visits, urgent care or emergency room?

When you are sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help you get the treatment you need faster.

### When can your primary care provider take care of you?

For most illnesses and injuries, your primary care provider's office should be the first place you call. They can treat:

- Allergies
- Back pain
- Chronic conditions
- Earache
- Fever
- Sore throat

Your primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. You should also see your primary care provider for your annual well visit, basic lab tests and any vaccines you might need.

### When can you use virtual visits?

Ask your provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations. Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

### When should you go to urgent care?

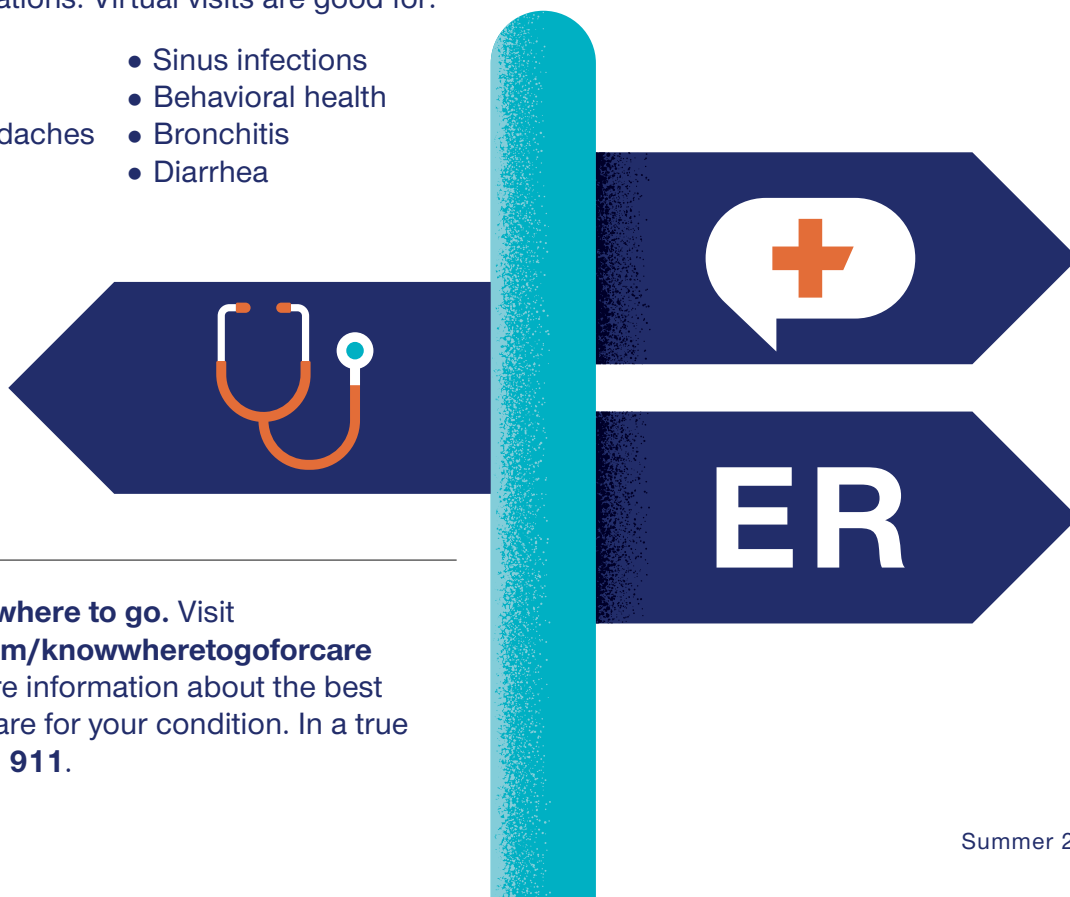
If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

### When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



**Know where to go.** Visit [uhc.com/knowwheretogoforcure](https://uhc.com/knowwheretogoforcure) for more information about the best place to seek care for your condition. In a true emergency, call **911**.



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# Get relief

## Tips for managing allergies and asthma in the summer heat

At certain times of year, the outdoor air is filled with pollen and mold spores. For people with allergies, this can mean a stuffy nose, lots of sneezing and itchy/watery eyes. What's more, all of these airborne allergens can make asthma symptoms worse, too.



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During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

- **Watch the weather.** Dry, warm and windy days tend to be high-pollen times. When possible, save outdoor activities for cool, damp days.
- **Exercise indoors.** By working out indoors, you can stay away from pollen and outdoor molds.
- **Get help with yardwork.** If you must work outdoors, wear a mask to help keep pollen out of your nose and mouth.
- **Keep windows closed.** Use air-conditioning in your home and car, if possible.
- **After spending time outdoors, shower and change your clothes.** This keeps pollen off your furniture and bedding.



**Take action.** It's important to create an asthma action plan with your primary care provider. Ask whether your plan should be adjusted for the summer allergy season.

## Resource corner

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

**1-866-293-1796, 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).

**1-800-985-3856, TTY 711**

**Quit Now Kentucky:** Get help quitting smoking at no cost to you (toll-free).

**1-800-QUIT-NOW, TTY 711**

**quitnowkentucky.org**

**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**

## Summer self-care

For many people, taking care of family and friends is part of daily life. But it's important to make time to take care of yourself, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO. Save the card to practice self-care year-round.

You can get this material and other plan information in large print for free. To get materials in large print, call Member Services at **1-866-293-1796**, TTY **711**.

If English is not your first language, we can help. Call Member Services at **1-866-293-1796**, 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 **1-866-293-1796**, 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 **1-866-293-1796**、**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 **1-866-293-1796**, 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 **1-866-293-1796**, 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 **1-866-293-1796**, 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 **1-866-293-1796**، 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 **1-866-293-1796, 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 **1-866-293-1796, 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: **1-866-293-1796, 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: **1-866-293-1796, 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。

**Somali:** Haddii Ingiriisigu uusan ahayn luqaddaada koowaad, waan ku caawin karnaa. Ka wac Adeegyada Xubnaha telefoonka **1-866-293-1796, TTY 711**. Waad na weydiin kartaa macluumaadka ku jira agabkan oo ku qoran luqaddaada. Waxaan heli karnaa adeeyo turjubaan ee naga caawin kara inaan kaaga jawaabno su'aalahaaga luqaddaada.

**Swahili:** Ikiwa Kiingereza sio lugha yako ya kwanza, tunaweza kukusaidia. Pigia simu Huduma za Mema kwa **1-866-293-1796, TTY 711**. Unaweza kutuuliza kuhusu maelezo yaliyo kwenye hati hii kwa lugha yako. Tunaweza kupata huduma za mkalimani na tunaweza kujibu maswali yako kwa lugha yako.

**Pennsylvania Dutch:** Wann du net comfortable bischt English yuuse, kenne mer dich helfe. Ruf Member Services uff an die **1-866-293-1796, TTY 711**. Du kannscht uns frooge fer die Information as do hin is in Deitsch griege. Mir hen Leit as Deitsch interprete kenne un dich helfe kenne fer dei Questions gaensert griege in Deitsch.

**Croatian:** Ako engleski jezik nije vaš prvi jezik, možemo vam pomoći. Nazovite Službu za članove na broj **1-866-293-1796, odnosno 711** za osobe sa poteškoćama u govoru i sluhu (TTY). Možete zatražiti informacije sadržane u ovim materijalima na vašem jeziku. Imamo pristup uslugama prevoditelja i možemo vam pomoći tako da odgovorimo na vaša pitanja na vašem jeziku.

**Nepali:** यदि अंग्रेजी तपाईंको पहिलो भाषा होइन भने, हामी मद्दत गर्न सक्छौं। सदस्य सेवाहरूको लागि **1-866-293-1796, TTY 711** मा फोन गर्नुहोस्। तपाईंले यस विषय बारे जानकारीका लागि हामीलाई आफ्नो भाषामा सोध्न सक्नुहुन्छ। हामीसँग दोभाषे सेवाहरूमा पहुँच छ र तपाईंको भाषामा तपाईंका प्रश्नहरूको जवाफ दिन मद्दत गर्न सक्छौं।

**Serbian:** Ako engleski nije vaš maternji jezik, možemo da vam pomognemo. Pozovite korisničku podršku na broj **1-866-293-1796, TTY 711**. Možete nam postaviti pitanja vezana za ovaj materijal na vašem jeziku. Imamo pristup prevodilačkim uslugama i na vaša pitanja možemo da vam odgovorimo na vašem jeziku.



# Notice of non-discrimination

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

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

**Email:** [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

**Web:** Office for Civil Rights Complaint Portal at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

**Mail:** U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Phone:** Toll-free **1-800-368-1019, 1-800-537-7697** (TDD).