



Health Talk



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Winter 2021

United Healthcare®
Community Plan

What do you think?

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 fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

Healthy start

Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



UnitedHealthcare Community Plan of Louisiana
P.O. Box 31341
Salt Lake City, UT 84131-0341

AMC-060-LA-CAID

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Stay on schedule

Vaccines are important even during COVID-19

One side effect of people staying home due to COVID-19 is that children have not been seeing their primary care providers (PCPs) to get their scheduled vaccines. This means more children are now at risk for diseases that can be prevented by vaccines.

Although you may be worried, it is perfectly safe for your child to see their PCP in person to get their shots. Many providers have put extra precautions in place to make sure your visit is safe. Call the provider's office if you have any questions or concerns.

Talk to your child's provider about which vaccines your child needs. If your child has fallen behind schedule with their shots, it is not too late to make up the ones they missed. Staying on schedule with vaccinations protects your child as well as others from getting sick.

From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza

When you take your child to get their shots, remember to practice the same safe behaviors you would anywhere else:

- Follow your PCP's advice for entering and exiting the building
- Practice good hygiene before, during and after your visit
- Wear a mask



We're all in this together. For more information about getting vaccines during the coronavirus pandemic, visit myuhc.com/CommunityPlan.

Take it easy

Flu season is in full swing. If you have not gotten your flu shot yet this season, it's not too late to get one. The flu shot is your best protection against the illness.

Most people who get the flu do not need medical care. If you get sick with the flu, follow these self-care tips for a more comfortable recovery:

- Take a fever reducer/pain reliever
- Get plenty of rest
- Drink lots of water
- Stay home to keep from giving the illness to others

Adults over age 65, pregnant women, young children and people with certain medical conditions have a higher risk for flu complications. If you are in a high-risk group and develop flu symptoms, contact your provider right away.

Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety for you or your children. But remember you are not alone. Support is available and 100% covered under your plan.

If you don't feel comfortable seeing someone in person, visit myuhc.com/CommunityPlan to search for providers who offer telehealth options. Here are 2 tips that can help you and your family deal with stress and anxiety:

- **Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.
- **Focus on your body.** Anxiety doesn't just affect your mind. It also puts stress on your body. Making healthy choices can help you feel better. Eat well-balanced meals with plenty of whole grains and vegetables. Exercise regularly. The Centers for Disease Control and Prevention recommends about 20 minutes a day of moderate-intensity activity for adults and 60 minutes a day for children.



valentirussanov via Getty Images



Get support. Find mental health resources at LiveandWorkWell.com. To find telehealth options, visit myuhc.com/CommunityPlan.

Resource corner

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

1-866-675-1607, TTY 711
Monday–Friday, 7 a.m.–7 p.m.

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).
1-877-440-9409, 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 mental health and substance use resources.
LiveandWorkWell.com

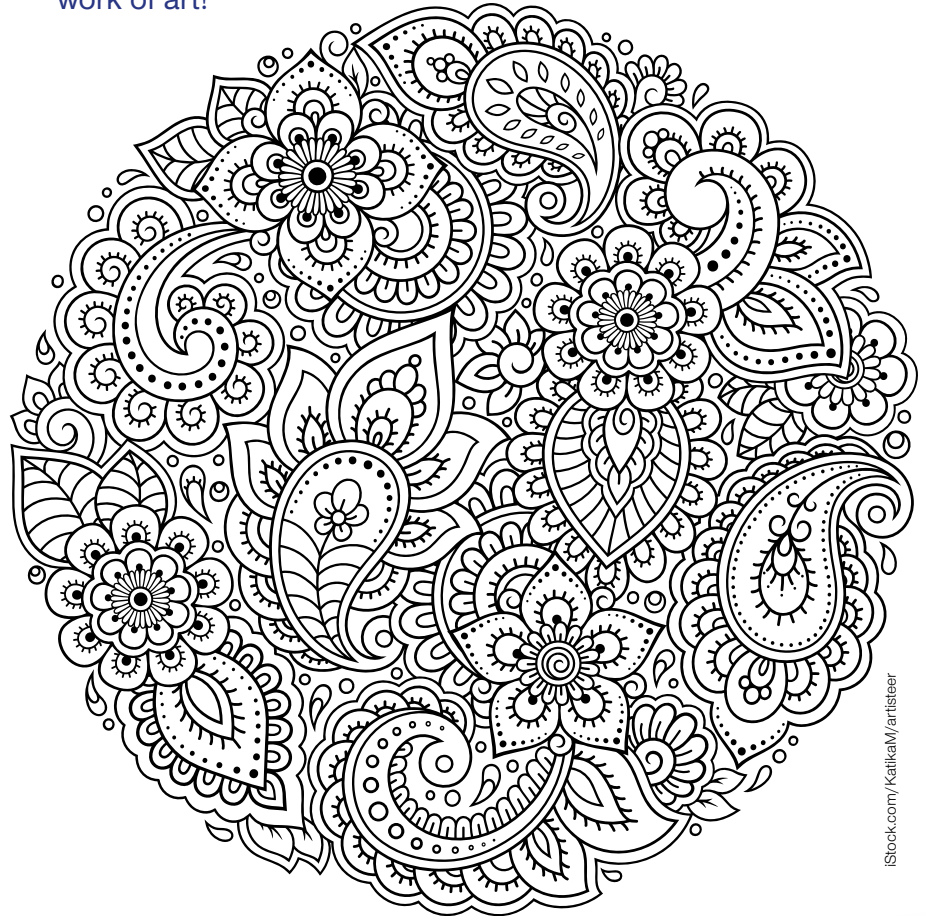
Mental Illness and Addiction Crisis Line: Help is available 24 hours a day, 7 days a week (toll-free).
1-866-675-1607, TTY 711

Substance Use Disorder Helpline: This is a confidential and no-cost service available 24 hours a day, 7 days a week (toll-free).
1-855-780-5955, TTY 711

Activity zone

Time to unwind

If you're feeling stressed due to COVID-19, the Centers for Disease Control and Prevention recommends taking a break from everyday activities. Arts and crafts are a great option to de-stress. In fact, coloring – for both children and adults – has been shown to reduce stress and anxiety. Pull out some colored pencils, crayons or markers, and make this page a work of art!



iStock.com/KatkaN/artisteer



Create more. Download more printable coloring pages at **healthtalkcoloring.myuhc.com.**

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 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 the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 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 or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.