



Health Talk



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Summer 2022

Developmental Disabilities

United
Healthcare
Community Plan

See clearly

Eye exams, frames and lenses including replacement and repair are covered for members under the age of 21. Learn more by calling Member Services toll-free at the number in the resource corner on Page 6 of this newsletter.

A fit family

Easy exercise ideas you can do together

Show your kids the importance of exercise by making time for family fitness. Studies show that children with active parents are 6 times more likely to maintain an active lifestyle.

Exercising is a great way to keep your family healthy and to spend quality time together. Try these fun exercise ideas this summer:

- Simple exercises, such as jumping jacks, sit-ups or push-ups
- Online exercise videos
- Singing and dancing to your favorite songs
- Going on a walk



Try an easy at-home workout.
Learn some simple yoga moves at healthtalkyoga.myuhc.com.

UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004

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Healthy mind, healthy body

Helping kids and families through tough times

UnitedHealthcare and Sesame Street® want to help kids grow smarter, stronger and kinder. So, they partnered to create 3 storybooks. These stories can help kids and their families learn how to deal with tough times.

Visit uhccommunityplan.com/grow to read or download the stories.

Bounce Back

A family faces big changes and learns how to cope.

Looking for Special

A family goes through tough times but is stronger for it.

The Monster Dash

A family navigates addiction struggles and foster care.

Just for you

Get personalized health plan information

When you sign up for myuhc.com/communityplan, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit myuhc.com/communityplan.

Health care for everyone

There are too many barriers to good health today. This can be especially true for people of color and those with low incomes.



UnitedHealthcare is committed to making the health care system better. Every member should receive good care and treatment. If there was a time you felt you received a lower standard of care because of race, ethnicity, age or other characteristic, tell us. We want to hear about your experience.

Bias can occur in subtle ways. These are thoughts about an attribute or characteristic that can lead to a negative opinion. Bias may be expressed in actions. This can include eye contact, physical closeness, tone of voice and others. We want to build a more diverse health care system that delivers the same care for everyone.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 6 of this newsletter to let us know how we're doing.

Well child visits keep kids healthy

Regular well child visits to your primary care provider (PCP) are important to keep your child well. Kids need regular well child visits at all ages. Well child visits are also called EPSDT (Early and Periodic Screening, Diagnostic and Treatment) visits. These visits are free. Call your child's doctor now to make an appointment. The doctor can also help when your child is sick.

Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and transportation to your appointment.

Well child visits may include:

- A physical exam
- Shots or immunizations
- Testing and treatment for lead levels (lead poisoning can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness or abdominal pain)
- Dental preventive care, including cleaning, fluoride varnish and sealants for teeth
- Eye exams and hearing tests
- Advice on eating healthy food and staying active
- Tests for speech, feeding and physical activity, such as rolling over, crawling and

walking. (For children with delayed skills, your doctor can help to develop these skills)

- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

For teenagers and young adults, the doctor may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Making good choices and healthy behaviors
- Prevention of sexually transmitted diseases (STDs) and testing for them, which is a covered benefit
- Dangers of smoking, alcohol and other drugs
- Prevention of injury and suicide attempts, bullying, violence and risky sexual behavior
- Birth control (family planning is a covered benefit) is

available for both biological males and females.

Care management is provided. Help with chronic disease self-management is also provided. You can also get an oral health screening and tuberculosis testing.



Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

Baby blues

Dealing with postpartum depression

A postpartum checkup is a medical checkup you get after having a baby. It makes sure you're recovering well. It is important because new moms are at risk of health issues.

Make a care plan with your provider during pregnancy. Talk to your provider about your care team. Get a checkup no later than 57 days after giving birth. If you had pregnancy complications or you have a chronic health condition, you may need extra checkups.

According to the Mayo Clinic, signs of postpartum depression may include:

- Depressed mood or mood swings
- Difficulty bonding with your baby
- Inability to sleep
- Loss of appetite
- Loss of energy
- Reduced interest in your activities

These are just some examples. If you feel you may have the baby blues, don't wait. Talk to your provider or case manager right away.

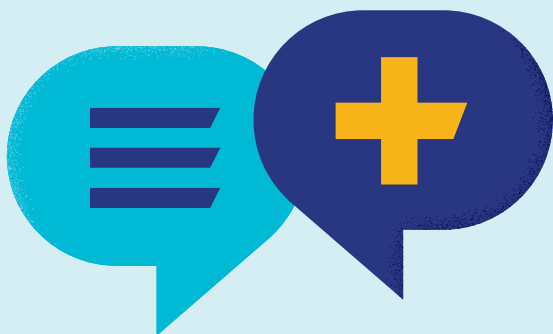


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Help is available. For help 24 hours a day, 7 days a week, call the number on the back of your AHCCCS ID card for Behavioral Health Services. Or if you feel you need emergency help, call **911** immediately.

Social determinants of health



Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work and age. They impact health and quality of life. They may be out of your control due to discrimination or an inability to access resources.

Poor health outcomes are often made worse by this interaction. UnitedHealthcare recognizes its effects on the health care delivery system and quality of life. If you could use assistance to identify resources available from local community programs, speak with your Long Term Care Case Manager. Learn more at [healthypeople.gov](https://www.healthypeople.gov).

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.

Breast cancer risk factors

- Are age 50 or older
- Started your period before age 12 or started menopause after age 55
- Have a mother, sister or daughter who has had breast cancer
- Are not physically active
- Drink alcohol or smoke

Cervical cancer risk factors

- Have been infected with human papillomavirus (HPV)
- Have had other sexually transmitted infections (STIs)
- Have a mother, sister or daughter who has had cervical cancer
- Have had many sexual partners
- 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

Mammograms, which are an X-ray of the breast, should be done every 1 to 2 years for women age 50 or older.

Cervical cancer screening guidelines

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 on Page 6. Or visit myuhc.com/communityplan.

Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-800-348-4058, TTY 711**.



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Beat the rush

Wellness visits are important for children as they head back to school

Children should have wellness visits throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at [cdc.gov/vaccines](https://www.cdc.gov/vaccines). If your child missed any of their vaccines this year, it's not too late to get them.



Get checked. Call your child's provider to make an appointment today.

To find a new provider, visit myuhc.com/communityplan. Or call Member Services toll-free at the phone number listed in the resource corner at left.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-800-348-4058, TTY 711

Our website: Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.
myuhc.com/communityplan

Go paperless: Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.
myuhc.com/communityplan/preference

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-440-0255, TTY 711

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

Behavioral Health Hotline: Get help for mental health and substance use issues.
1-800-435-7486, TTY 711

Crisis Lines for Help with Mental Health:
1-877-756-4090, TTY 711
(Northern Arizona)
1-800-631-1314, TTY 711
(Central Arizona)
1-866-495-6735, TTY 711
(Southern Arizona)

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC): WIC is a nutrition program that provides additional nutritious food and helps families learn about staying healthy.
1-800-252-5942, TTY 711

Office of Individual and Family Affairs (OIFA): We're here to help. Call MemberServices and ask to speak with OIFA.
1-800-348-4058, TTY 711



Contract services are funded under contract with the State of Arizona. 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 calendar days of when you found out about it. A decision will be sent to you within 30 calendar days. If you disagree with the decision, you have 15 calendar days to ask us to look at it again.

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

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

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Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.