



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at 1-800-348-4058 (TTY 711).



## WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

## Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Gives tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on avoiding lead poisoning



**Check it out.** Find helpful information and fun activities. Visit [sesamestreet.org/healthyhabits](http://sesamestreet.org/healthyhabits).



Partners in Healthy Habits for Life

PRSRST STD U.S. Postage  
PAID  
United Health Group

UnitedHealthcare Community Plan  
1 East Washington, Ste. 900  
Phoenix, AZ 85004



## Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

### 1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

### 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. UnitedHealthcare Community Plan works with OptumRx as your plan's mail service pharmacy. They can send your prescription drugs right to your mailbox.

**3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



**Learn more.** Visit [UHCCommunityPlan.com](https://www.uhccommunityplan.com) to learn more about your drug benefits.

To find out if getting the prescription drugs you take regularly delivered to your home is right for you, call OptumRx at **1-877-305-8952 (TTY 711)**, 24/7.

# Your privacy

## How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

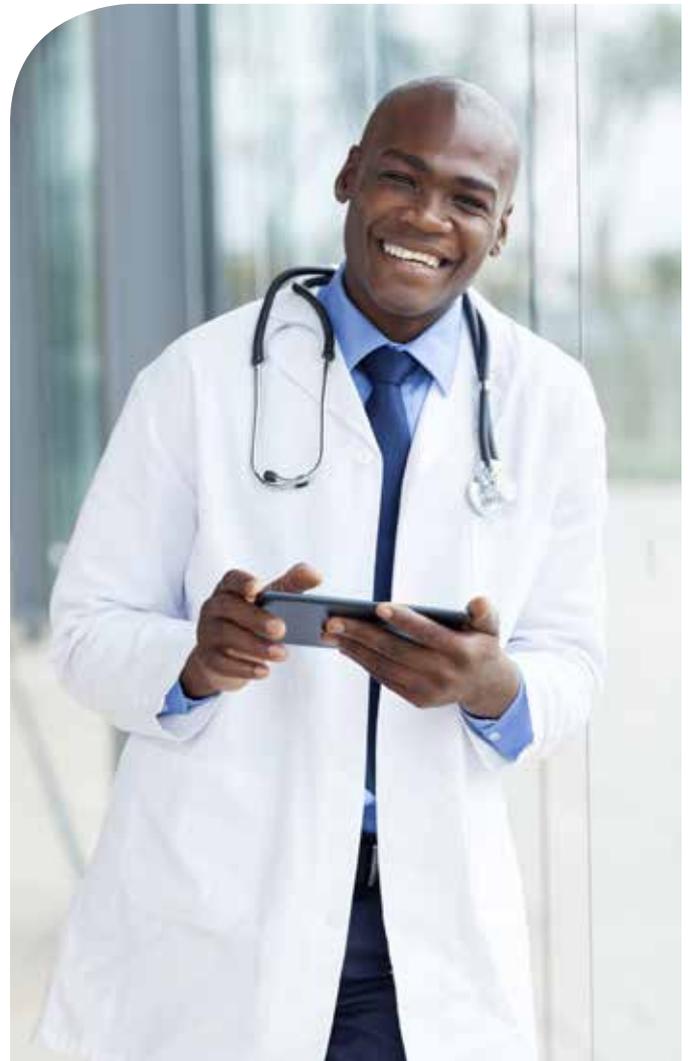
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [UHCCommunityPlan.com](https://www.uhccommunityplan.com). You may also call Member Services toll-free at **1-800-348-4058 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



# Know your options

## How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

### WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

### WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

### WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



**Is it urgent?** You can find your nearest urgent care by calling **1-800-348-4058 (TTY 711)** or by visiting **UHCCommunityPlan.com**.

## Ask Dr. Health E. Hound

### Q: How can I help my child feel better when he has a cold?

**A:** With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



**Learn more.** Is it a cold or the flu? Can the weather affect my child's asthma? Visit **KidsHealth.org** for answers to these and many other health-related questions.



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)**.



## CULTURE CLUB

We respect our members' cultures. We train our staff and providers. We teach them to understand, communicate and interact with our members. We are sensitive to our members' diverse backgrounds. We consider their beliefs, values and traditions. We also make culturally competent materials and services available. For example:

- Our Member Handbook tells members about their right to culturally competent care.
- Members can ask for interpreters.
- Members can ask to have materials translated into another language or format.
- We have providers who speak languages other than English. The provider directory says what languages providers speak.

Also, our providers are always learning new and improved ways to provide culturally competent care. We send them a provider newsletter and training materials written by the Cultural Competency Committee.



**Questions?** Please refer to your Member Handbook, found online at **UHCommunityPlan.com**. Or call Member Services for help at **1-800-348-4058 (TTY 711)**.

# Giving consent

## Having healthy and happy teen relationships

Teens may think talking about sexual consent is awkward. But it's very important. Both partners need to be able to talk about what they want and don't want. It is a key to a happy and healthy relationship.

Consent isn't the lack of a "no." It's the presence of a "yes." It's best to talk about it before you are in the heat of the moment. Make sure you understand how you each define things, such as "hooking up." Consent needs to be given every time. Don't assume that what was OK before is always OK. It's also OK to change your mind and say no to something you agreed to earlier.

Consent is listening to each other. It's respecting each other's boundaries. It's not consent if a person has been using drugs or alcohol. It's also not consent if one partner feels pressured to say yes, or afraid to say no.



**Love and learn.** Love is Respect is an organization that fights teen dating abuse. Visit **LoveisRespect.org** to learn more. If you need help, call them at **1-866-331-9474**. Or text "**loveis**" to **22522**.

