



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

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)**.



Safe sleep

Keep baby safe and sound and help prevent SIDS.

- Share your room, not your bed.
- Use a safe crib mattress.
- Do not smoke near baby.
- Don't overdress baby.
- ALWAYS put baby to sleep on his or her back.



Be flu free



Get your flu vaccine soon.

Flu season is coming. The flu spreads easily. It can make you feel awful and cause you to miss several days of work or school. It can also be dangerous or even deadly.

The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Following these tips can also help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose, or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water, and get enough sleep.

Your best shot. There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me** app to find a location near you.



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 PHOENIX, AZ 85004
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Growing up

Teach teens to take charge of their health.

Teenagers can start learning to be health care consumers. Becoming involved with their own care can help teens build self-esteem and become more independent. Parents can teach their teens health care skills such as:

- making medical and dental appointments
- writing a list of questions to ask at appointments
- talking with the provider
- filling out forms
- understanding medications

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



We can help. UnitedHealthcare Community Plan can help your teen choose the right provider. Call Member Services at **1-800-348-4058 (TTY 711)**, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app.



Stay safe!

Family planning is a covered benefit. Talk with your primary care provider about the best options for you. He or she can help with:

- birth control counseling
- medication
- supplies
- oral and injectable contraceptives
- sub-dermal implantable contraceptives
- intrauterine devices
- diaphragms
- condoms
- foams and suppositories

Protect yourself if you are sexually active by using a condom every time. Millions of young people get sexually transmitted diseases (STDs) each year. They can lead to infertility and other permanent health problems.

You and your partner should communicate about preventing STDs and unwanted pregnancies. Get tested, since many STDs do not have noticeable symptoms. Don't let embarrassment stop you from seeing a doctor if you think you may have an STD.

Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

Last year one of our goals was to increase the number of eye exams, HbA1c, and kidney function tests that our diabetic members have. We found that more of our diabetic members had these tests done. This year our goal for our diabetic members is not just more tests, but better test results.

Another one of our goals was to increase the number of women who saw their doctor 3–8 weeks after having a baby. We found that more of our patients had these visits. This year we will focus on helping pregnant women start seeing their providers early and going throughout their pregnancy.

In the coming year, we want to increase the number of members who have dental checkups. Plus, we want to make sure more children have yearly checkups.

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2016 surveys showed overall improvement in how our members rated their health care. This year we will work on improving satisfaction. We will improve the materials and information that we provide. Our goal is for members to better understand their health plan benefits.



Get it all. Want to know more about our Quality Improvement Program? Call Member Services or visit myuhc.com/CommunityPlan.

Pregnant?

Begin your prenatal doctor visits as soon as you know you are pregnant. This can help you carry your pregnancy to term—at least 39 weeks. Babies born early may have health problems.

At your first visit, get tested for HIV. HIV is the virus that causes AIDS. Treatment has reduced greatly the number of women who pass on HIV to their babies. Counseling is available.

After you give birth, be sure to go to your postpartum visit. It is just as important as your pregnancy visits. At this visit, your provider will:

- make sure your body is healthy and healing from childbirth
- screen you for postpartum depression and other women's health conditions
- talk about birth control options
- answer questions about how to keep you healthy and protected once you are ready to start having sex again



Baby time? Talk to your provider about prenatal care. Call Member Services or visit myuhc.com/CommunityPlan for more information or to find a provider.

Time for help

UnitedHealthcare Community Plan CRS can help you and your family get behavioral health care. This includes mental health care and substance abuse treatment.

Anyone in foster, adoptive, or kinship care has the right to behavioral health services within these timeframes:

- **DCS Rapid Response:** The Department of Child Safety (DCS) makes a referral to Crisis for a Rapid Response within 72 hours for anyone entering foster care.
- **Meet with a CRS behavioral health provider:** An evaluation should be done with a CRS provider within 7 days after the assessment.
- **Start a treatment plan:** After the evaluation is done, a treatment plan is made within 21 days. It is discussed by the Child Family Team (CFT).



We are here to help. Contact Member Services at **1-800-348-4058** or email CRS special needs at needs@uhc.com.



Resource corner

Member Services Find a doctor, request an updated Member Handbook, ask benefit questions, or voice a complaint, in any language (toll-free).

1-800-348-4058 (TTY 711)

Baby Blocks Join a rewards program for pregnant women and new moms.

UHCBabyBlocks.com

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.

**myuhc.com/CommunityPlan
Health4Me**

Arizona WIC (Women, Infants, and Children) Get access to a nutrition program that helps the whole family learn about eating well and staying healthy.

1-800-252-5942
azwic.gov

Lifeline Bullying can affect you in many ways. Get help if you are feeling hopeless or helpless or know someone who is.

1-800-273-8255
stopbullying.gov

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)**.



Keep your child healthy

Well child visits are important throughout childhood.

Regular well child visits to your pediatrician are important. They are needed for children of all ages, from infants through teenagers. They are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) screenings.

Call your pediatrician to make an appointment for a well child visit. Your child's PCP can also help if your child becomes ill. Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit.

Well child visits may include:

- a physical examination
- shots or immunizations
- sight and hearing tests
- counseling on physical activity and nutrition
- dental care, including fluoride polish and sealants
- 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 address:

- self-esteem and good mental health
- changes in their bodies
- birth control (family planning is a covered benefit)
- making good choices and healthy behaviors
- diet and weight
- prevention of STDs and testing for them
- dangers of smoking, alcohol, and other drugs

Children should have checkups at:

- 0–2 months
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 2 years
- 3 years
- 4 years
- 5 years
- 6 years
- 8 years
- 10 years
- 12 years
- 13 years
- 14 years
- 16 years
- 17 years
- 18 years
- 19 years
- 20 years