

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.



Take care

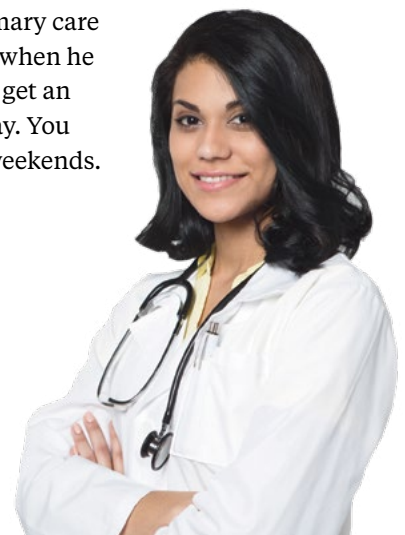
You can avoid the emergency room.

When your child is sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help your child get better, faster care.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your child's illness or injury could result in death or disability if not treated right away.

Instead, call your child's primary care provider's (PCP's) office first when he or she needs care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see the PCP, you could go to an urgent care center. Many of them are open at night and on weekends.



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Phoenix, AZ 85004



Color you calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



Need help? Does your child suffer from anxiety or any other mental health issue? Treatment is available.

Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-800-348-4058 (TTY 711)**. Ask to learn more about mental health benefits or find a provider.

Culture club

UnitedHealthcare Community Plan respects the diversity of our members. We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In-person interpreters and signers for the deaf are available. Your doctor's office can help you with coordination.



If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.

Get the lead out

Test twice by 2.

Lead is a naturally occurring metal. It can be found in many places. It's common in older homes, in soil near busy roads, or in some imported products. Children can inhale or swallow lead.

Lead poisoning can cause serious problems. It can affect children's blood, bones, or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Crush the can


A simple way to reduce childhood obesity



Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks, and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.


 **Visit KidsHealth.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit KidsHealth.org for information on these topics and much more.



Know your drug benefits and your CRS coverage type

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 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.


 **Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

Your privacy is important

We take your privacy seriously. We are very careful with your family's 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. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it 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 family's PHI and FI

 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. 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.





Resource corner

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

1-800-348-4058 (TTY 711)

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

myuhc.com/CommunityPlan
Health4Me

Foster, Adoptive, and Kinship Families

Email an advocate.

CRS_SpecialNeeds@uhc.com

QuitLine Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (TTY 711)

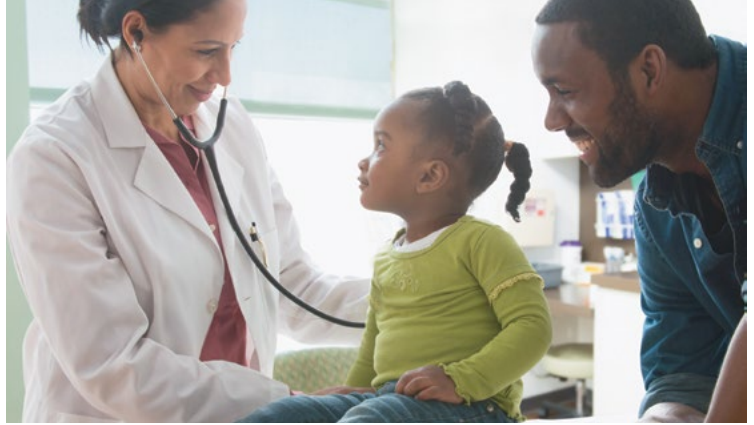
smokefree.gov

loveisrespect Teens can ask questions and talk to a teen or adult (toll-free).

1-866-331-9474

(TTY 1-866-331-8453)

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)**.



Ask Dr. Health E. Hound

Q: Why does my baby need to see the doctor so often?

A: Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider (PCP). By age 2, your child should have 10 well-baby visits. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).

Well-baby visits help the provider get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **Growth checks:** Your child will be weighed and measured.
- **Tests:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **Screenings:** Your child's vision, hearing, and development will be checked.
- **Shots:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

When to go

Ages for well-baby visits are:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months



Need a PCP? You can change your child's PCP at any time. Visit **myuhc.com/CommunityPlan** or use the **Health4Me** app to find a provider. Or, call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

