



# Health TALK

SUMMER 2018

Such services are funded in part with the State of New Mexico.



## KidsHealth®

UnitedHealthcare and KidsHealth® have teamed up to provide advice you need, when you want it. Parents can get doctor-approved advice. Kids can find fun health games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit [uhc.com/kids](http://uhc.com/kids) today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

## Doctor On Demand.



As a member of UnitedHealthcare Centennial Care, you can now see a doctor from the comfort of your home. You just need to have the Doctor On Demand app.

- **It's fast and easy.** Connect with a doctor within 90 seconds.
- **Get treatment for medical issues.** We treat 17 of the 20 most common medical issues, including cold and flu, sinus and allergies, and skin and eye issues.
- **It's affordable.** Doctor On Demand is available at no cost to you.
- **We have great doctors.** They are board certified and licensed in New Mexico.
- **Get a prescription.** Quickly get a prescription for needed medications.\*



**Sign up today!** Visit [DoctorOnDemand.com/uhcnewmexico](http://DoctorOnDemand.com/uhcnewmexico) to download the app from the App Store or Google Play. Then tap "Sign Up" and enter your insurance information.

\* Doctor On Demand physicians do not prescribe Scheduled IV DEA Controlled Substances, and may elect not to treat or prescribe other medications based on what is clinically appropriate.

UnitedHealthcare Community Plan  
PAID  
FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan  
8220 San Pedro NE, Suite 300  
Albuquerque, NM 87113

# Ask Dr. Health E. Hound.®

## Q: Why does my baby need so many shots?

**A:** By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



**Get it all.** Learn more about vaccines and other children's health topics at [uhc.com/kids](http://uhc.com/kids).



# Breathe easy.

## Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

### Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

### Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



**We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-877-236-0826, TTY 711**, to learn more.

# Prescribed an opioid?

## 3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.

 **Need help?** Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



## Change in coverage.

Did you know that if you are on Medicare you have annual physical exams covered by Medicare or your Medicare health plan? If you are on Centennial Care, they are covered by UnitedHealthcare for members ages 20 and younger. UnitedHealthcare has also been offering an extra benefit for annual physical exams as a value-added service for members ages 21 and older. Effective August 1, 2018, we will no longer be offering that value-added service. This change only affects members age 21 and older.

Remember, if you are age 20 and younger, or if you are on Medicare, you have your annual physical exams covered.

 **Questions?** If you have questions about your benefits, please contact Member Services toll-free at **1-877-236-0826, TTY 711.**

## Your vision benefits.

There was an error in our 2018 Member Handbook regarding your vision benefits. We regret the mistake and want to make sure you understand the vision benefits you have.

Routine vision care and hardware are covered for all Centennial Care members except those members who are in the ABP category of Medicaid. The exception for those members is for ages 19 and 20 and for those who are ABP Exempt members.

 **Get it all.** You can read the Member Handbook online at **myuhc.com/CommunityPlan.**

Or call Member Services toll-free at **1-877-236-0826, TTY 711**, to request a copy of the handbook.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-877-236-0826, TTY 711**

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

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me®**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-877-488-7038, TTY 711**

**MyHealthLine<sup>TM</sup>:** Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.  
**1-877-236-0826, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps<sup>®</sup>:** Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.  
**[uhc.com/kids](http://uhc.com/kids)**

# Crush cancer.

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT: Mammography.**

**WHY:** To catch breast cancer early.

**WHEN:** Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every two years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

**WHAT: Colonoscopy.**

**WHY:** To catch or prevent colorectal cancer.

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

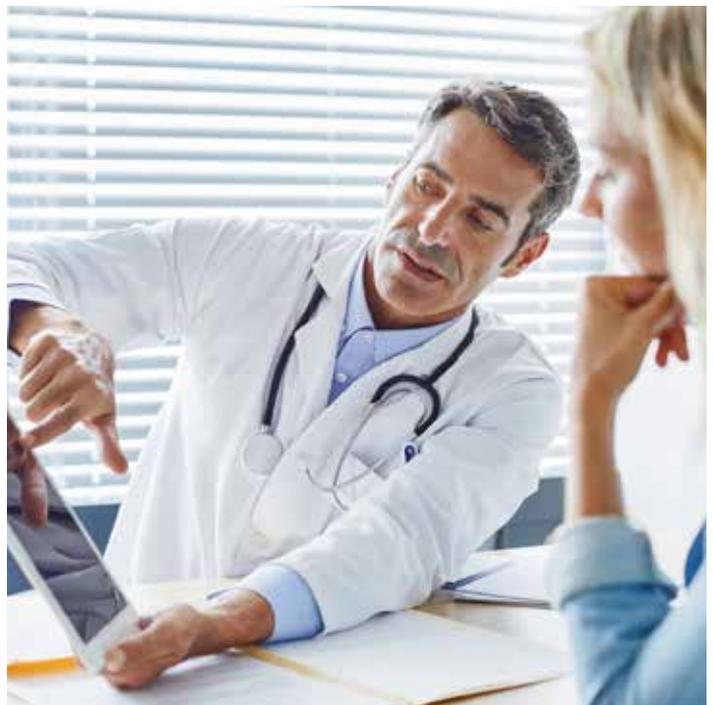
**WHAT: Pap and HPV screening.**

**WHY:** To catch or prevent cervical cancer.

**WHEN:** Pap screening for women every three years between ages 21–29. Pap and HPV tests every five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Are you at risk?** Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at the toll-free member phone number listed on your health plan member ID card, TTY 711.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at:

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Phone:**

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-236-0826, TTY 711**.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-236-0826, TTY 711**.

## Navajo

Díí baa akó nínízin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, kojí' hódíłnih **1-877-236-0826, TTY 711**.

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-877-236-0826, TTY 711**.

## German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie **1-877-236-0826, TTY-Gerät 711**.

## Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-877-236-0826**，或聽障專線 (TTY) **711**。

## Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-877-236-0826**، الهاتف النصي **711**.

## Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-236-0826, TTY 711**로 전화하십시오.

## Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-236-0826, TTY 711**.

## Japanese

ご注意:日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-877-236-0826**、または**TTY 711** (聴覚障害者・難聴者の方用)までご連絡ください。

### **French**

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-236-0826, ATS 711**.

### **Italian**

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-236-0826, TTY 711**.

### **Russian**

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел. **1-877-236-0826, TTY 711**.

### **Hindi**

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-877-236-0826, TTY 711**.

### **Farsi**

توجه: اگرچه زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-236-0826, TTY 711** تماس بگیرید.

### **Thai**

ข้อควรพิจารณา: หากท่านพูดภาษาไทย จะมีบริการให้ความช่วยเหลือด้านภาษาฟรีโดยไม่มีค่าใช้จ่าย โปรดโทรไปที่หมายเลข **1-877-236-0826, TTY 711**



UnitedHealthcare Community Plan cumple con los requisitos fijados por las leyes Federales de los derechos civiles y no discrimina en base a raza, color, nacionalidad, edad, discapacidad o sexo. En otras palabras, UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

UnitedHealthcare Community Plan:

- Provee asistencia y servicios gratuitos de ayuda para las personas con discapacidades en su comunicación con nosotros, con:
  - Intérpretes calificados en el lenguaje de señas
  - Información por escrito en diferentes formatos (letras de mayor tamaño, audición, formatos electrónicos accesibles, otros formatos)
- Provee servicios gratuitos con diversos idiomas para personas para quienes el inglés no es su lengua materna, como:
  - Intérpretes calificados
  - Información impresa en diversos idiomas

Si usted necesita estos servicios, por favor llame gratuitamente al número para miembros anotado en su tarjeta de identificación como miembro del plan de salud, TTY 711.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le ha tratado a usted de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo, usted puede presentar una queja por correo o correo electrónico a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**[UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)**

Usted también puede presentar una queja acerca de sus derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina de Derechos Civiles, electrónicamente a través del sitio para quejas de la Oficina de Derechos Civiles en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** o por correo en:

**Correo:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Teléfono:**

Gratuitamente al **1-800-368-1019, 1-800-537-7697** (TDD)

Formularios para quejas se encuentran disponibles en  
**<http://www.hhs.gov/ocr/office/file/index.html>**