



HealthTALK

WINTER 2019

LONG TERM CARE

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 **1-800-293-3740, 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.



Pregnancy plan.

Knowing all your options for birth control can help you choose the right method for you. Long-acting options are a good choice for many women, and there is no charge or cost. These include the IUD (intrauterine device) and birth control implants.



Members have a choice of providers for family planning. Assistance finding a low-cost or no-cost provider is available even after a member has lost AHCCCS coverage. Contact Member Services at **1-800-293-3740, TTY 711**, for help in finding family planning providers in your area.

If you are pregnant, start pregnancy care early. Go to all doctor visits. Your pregnancy should continue until 39 weeks unless your doctor advises otherwise. Babies born early may have health issues like breathing or feeding problems. Your doctor will want to see you 6 weeks after your baby is born.



Pregnant? UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps®. Call **1-800-599-5985, TTY 711**, to see how you can join.

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

Protect your child.

Vaccines that your baby may receive protect against 14 different diseases. This may seem like a lot. However, every vaccine 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 [KidsHealth.org](https://www.kidshealth.org) or [cdc.gov/vaccines/parents](https://www.cdc.gov/vaccines/parents).



Make your wishes known.

Advance directives provide peace of mind.

You have the right to say yes or no to procedures, tests and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end of life care known in advance. You could give your doctor the name of someone you trust. You can also write your wishes down. There are forms you can use to make this easy. The Arizona Advance Directive Registry is a free registry you can use to electronically store and access your medical directives. Their secure and confidential program grants peace of mind to registrants and their families, and easy access to all health care providers.



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at [azsos.gov/services/advance-directives](https://www.azsos.gov/services/advance-directives).

90-day supply benefit.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- Talk with your doctor to see if your medications qualify. If so, your doctor can write you a new prescription for a 90-day supply.
- Talk to your pharmacist. Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We've got you covered. To find out what medications are included, call Member Services at **1-800-293-3740, TTY 711**.

Under control.

Tests for people with diabetes.

If you have diabetes, it is important to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



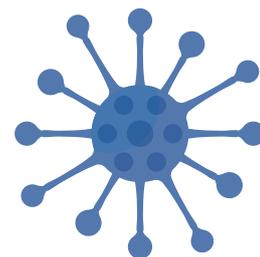
We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-800-293-3740, TTY 711**. Or use the UnitedHealthcare **Health4Me**® app.

Be flu free.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. Children between 6 months and 8 years old who receive their first flu shot or only received one last year will need 2 shots. These shots will be 28 days apart. You need a flu shot each year because there are different kinds of flu every year.

If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu. Follow these tips to 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.
- Try to avoid close contact with people who are sick.
- Cover your nose and mouth when you cough or sneeze.



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's) office. You can also get one at any clinic or store that accepts your plan. Anyone under 19 years old must get one at a Vaccines for Children Program (VFC) provider, such as a PCP or county clinic. Call Member Services toll-free at **1-800-293-3740, TTY 711**, for more information. Visit myuhc.com/CommunityPlan or use the **Health4Me** app to find a location near you.

Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).
1-800-293-3740, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-877-440-0255, TTY 1-800-855-2880

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-800-293-3740, TTY 711

ASHLine: Quit today. Call the Arizona Smokers' Helpline.
ashline.org, 1-800-556-6222, TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Crisis Lines: 1-877-756-4090 (Northern Arizona)
1-800-631-1314 (Central Arizona)
1-866-495-6735 (Southern Arizona)

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 **1-800-293-3740, TTY 711**.

Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a PCP, it may be easier to get an appointment for a routine visit or minor sickness when you need it.

When can your 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 PCP could call in a prescription to your pharmacy. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your PCP, you can 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 need to wait a long time.



Need help? Call Member Services toll-free at **1-800-293-3740, TTY 711**. Need to find a provider? Visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me** app.

UnitedHealthcare Community Plan would like to thank All Valley Home Health Care and Nursing. Their volunteers gave their time, energy and spirit to teach caregivers in our community life-saving skills on September 15, 2018. These skills included CPR, first aid and the proper use of an Automated External Defibrillator (AED). UnitedHealthcare Community Plan is thankful for your commitment to helping others in our community. You have made a difference. Your work allows caregivers to continue to care for our members. Thank you All Valley Home Health Care and Nursing for all that you do.



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 **1-800-293-3740, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

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

If you need help with your complaint, please call Member Services at **1-800-293-3740, TTY 711**.

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 **1-800-293-3740, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al **1-800-293-3740, TTY 711**, de lunes a viernes, de 8:00 a.m. a 5:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

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

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame a Servicios para Miembros al **1-800-293-3740, TTY 711**.

Se proporcionan servicios para ayudarle a comunicarse con nosotros, tales como otros idiomas o letra grande, sin costo para los miembros. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros del **1-800-293-3740, TTY 711**, de lunes a viernes, de 8:00 a.m. a 5:00 p.m.