



HealthTALK

WINTER 2019

AHCCCS COMPLETE CARE
DD/DD-CRS (CHILDREN'S
REHABILITATIVE SERVICES)

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.



90-day supply benefit.



New coverage for medication.

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.

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



We've got you covered. To find out what medications are included, call Member Services at **1-800-348-4058**, TTY 711.

Birth safety.

Without treatment, 1 out of 4 pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Planning to get pregnant?

Make sure you get tested for HIV. Need a woman's health care provider? Visit myuhc.com/CommunityPlan or use the **Health4Me** app.



Keep your child healthy.

See your PCP for a well child visit.

Regular well child visits to your doctor are important to keep your child from getting sick. They are needed throughout childhood, from infants through teenagers. Well child visits are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits. These visits do not cost you anything and have no copays.

Call your doctor to make an appointment for a well child visit. Your child's doctor 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. We can assist you in arranging an appointment and transportation to your appointment. Well child visits may include:

- A physical examination.
- Shots or immunizations.
- Screening and treatment of elevated blood lead levels. (These can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Sight and hearing tests.
- Counseling on physical activity and nutrition.
- Developmental screenings for age-appropriate speech, feeding and physical activity milestones. (For children who are delayed, your doctor can refer for therapies for development of each of these skills.)
- Dental preventive care, including cleaning, fluoride varnish and sealants for molars.
- 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.
- Prevention of sexually transmitted diseases (STDs) and testing for them, which is a covered benefit.
- Dangers of smoking, alcohol and other drugs.
- Prevention of injury and suicide attempts, bullying, violence and risky sexual behavior.



Need a doc? We can help. Call Member Services toll-free at **1-800-348-4058, TTY 711**. Or visit our member website at myuhc.com/CommunityPlan or use the **Health4Me**® app.

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 **1-800-348-4058, TTY 711**. Or use the **Health4Me®** app.

Ask Dr. Health E. Hound.®

Q: Why does my child need to be tested for lead?

A: Lead is often found in plumbing or paint in older homes. It can also be found in soil and in some imported products. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child'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. Arizona requires testing for children who live in at-risk zip codes. Lead testing is part of the well-child visit at these ages.



Expecting? Lead poisoning can cause serious problems during pregnancy, such as premature birth and miscarriage. Talk with your provider to learn more.





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.

.....

 **Learn more.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit azdhs.gov/topics/index.php#obesity-prevention-home for information on these topics and much more.



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 your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlanHealth4Me

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-877-365-7949, TTY 711

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-800-348-4058, TTY 711

Text4baby: Get text messages at no cost 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. Text messaging charges may apply.

Healthy First Steps[®]: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

**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 **1-800-348-4058, TTY 711**.



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 **1-800-348-4058, 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 **1-800-348-4058, 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 **1-800-348-4058, 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 **1-800-348-4058, 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 **1-800-348-4058, 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 **1-800-348-4058, TTY 711**, de lunes a viernes, de 8:00 a.m. a 5:00 p.m.