



# HealthTALK

FALL 2019

AHCCCS COMPLETE CARE  
AND DEVELOPMENTALLY  
DISABLED



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**.


## Fight the flu.

### Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.

Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.

 **It's 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. Visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)** to find a location near you.

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

## Smile.

A healthy mouth can help you in many ways. It can prevent serious problems like heart disease and premature birth, increase self-esteem and improve attendance at work and school.

If you are under age 21, your dental benefits allow for regular dental checkups. Regular checkups will help keep your teeth and gums healthy. See your dentist 2 times a year for preventive dental care. This includes:

- Checkups.
- Cleanings.
- X-rays (if needed).
- Fluoride treatments.
- Dental sealants.

You also have benefits to fix your teeth. This may include fillings, root canals, simple extractions, crowns or other dental work.



If you are age 21 and over, you have limited emergency dental benefits available. These benefits cover emergency services up to \$1,000 per year. If you are age 21 and over, and are covered by a Division of Developmental Disabilities plan, you have additional dental benefits. These benefits cover routine dental care up to \$1,000 per year. This is in addition to the \$1,000 emergency care covered per year. If you need major dental work done, your dentist may have to check with the plan first to make sure it will be covered.



## Plan to quit.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting during the Great American Smokeout®, a national event hosted by the American Cancer Society. This year the event falls on November 21. Get support for quitting by calling the Arizona Smokers' Helpline at **1-800-55-66-222, TTY 711**. Or get free help online at **quitnow.net**.

# Measles is on the rise.


Measles is contagious and can spread quickly.

The majority of people who get measles are unvaccinated. That's why it is important to be up-to-date on vaccinations.

You can protect your child against measles with a shot that protects against 3 diseases: measles, mumps and rubella (MMR). The MMR vaccine is proven to be safe. The Centers for Disease Control and Prevention recommends children get 2 doses of it:

- First dose at 12–15 months.
- Second dose before entering school (ages 4–6).

Outbreaks of vaccine-preventable diseases are serious. Vaccinate your child and help keep your community safe.


 **Ask the doctor.** Ask your child's provider for a copy of their immunization record. Make sure your child has gotten all the shots they need.



## Let it go.

It's perfectly natural to feel stressed sometimes. Everyone does. Not all stress is bad, but long-term stress can affect your health. That's why it's important to manage it. Here are 4 tips on how to cope with stress:

- 1. Get regular exercise.**
- 2. Try a relaxing activity.**
- 3. Set goals and priorities.**
- 4. Stay connected with others.**

 **Get support.** Our Office of Individual and Family Affairs (OIFA) provides support to individuals and their families through education and guidance. OIFA helps individuals and families navigate the health care system. You can contact Dawn McReynolds, OIFA Administrator at **602-255-8605** or [advocates.oifa@uhc.com](mailto:advocates.oifa@uhc.com).

# Growing up.

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.

Thinking about birth control options? Knowing all options for birth control can help you choose the right one. Long-acting

options are a good choice for many women, and there is no charge or cost. Benefits of long-acting birth control include:

- They are 99 percent effective. They work better than the pill and barrier methods.
- They last 3 to 10 years, depending on which type you choose.
- They are convenient. There are no prescriptions to refill or pills to remember to take.
- They are reversible. When you want to get pregnant you can have them removed.

Both male and female members have free choice of providers for family planning. Assistance regarding location of PCP/family planning services is available even after a member has lost AHCCCS coverage. There is no requirement to obtain a referral before choosing a family planning provider.



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



# Breastfeeding basics.

Breastfeeding can be a good experience for both you and your baby. Follow these tips to get off to a good start.

**Nurse early and often.** Try to breastfeed your baby within the first hour after birth. Newborns need to nurse at least every 2 hours, but not on a strict schedule. This tells your breasts to produce plenty of milk.

**Breastfeed on demand.** Watch your baby for signs of hunger. Hungry babies may be more alert or active, or they may put their hands by their mouths. Don't wait until the baby starts crying to feed.

**Have baby open wide.** Nurse with the nipple and the areola (the darker area around the nipple) in the baby's mouth.

**Take care.** Be sure to go to your postpartum checkup. You should be seen 6 weeks after you give birth. If you had a C-section, you should also have a checkup 2 weeks after you give birth. You can get help with recovery and breastfeeding or other problems, such as postpartum depression.

Postpartum depression can interfere with a woman's ability to care for herself or her family. If you experience any of these symptoms, you should see a health care provider right away:

- Feeling sad, hopeless, anxious, empty or overwhelmed.
- Crying more often than usual or for no apparent reason.
- Feeling moody, irritable or restless, or experiencing anger.
- Losing interest in activities that are usually enjoyable.
- Withdrawing from or avoiding friends and family.
- Trouble with bonding or emotional attachment to your baby.
- Thinking about harming yourself or your baby.



For more information, contact Arizona Department of Health Services' 24-Hour Breastfeeding Hotline at **1-800-833-4642** or by visiting **[gobreastmilk.org](http://gobreastmilk.org)**.



**Get help.** If you feel you may have baby blues, talk with your doctor right away. You can also call the nurse line 24 hours a day, 7 days a week to speak with a nurse at **1-877-440-0255, TTY 711** or call member services at **1-800-348-4058, TTY 711**. If you feel you need emergency help, call **911** immediately.



## 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 a copy of your ID card, wherever you are.

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

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-877-440-0255, 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®:** Get support throughout your pregnancy (toll-free).

**1-800-599-5985, TTY 711**

**KidsHealth®:** Get reliable information on health topics for and about kids.

**[KidsHealth.org](http://KidsHealth.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 **1-800-348-4058, 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.

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