



HealthTALK

SUMMER 2019



KidsHealth®

KidsHealth® is a resource to help parents, kids and teens take charge of their health. Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. Visit [KidsHealth.org](https://www.kidshealth.org) today.

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

Sunny days.

Stay safe this summer.

Summer is a great time for kids to be active and play outside. But it's important to remember that the sun's rays can be harmful. Here are a few tips to help protect you and your kids this summer:



- **Apply sunscreen.** Use sunscreen with an SPF of 15 or greater. Apply it generously 30 minutes before going outside. Also make sure the sunscreen is broad spectrum. This means it protects from both UVA and UVB rays.
- **Use sunglasses.** Sunglasses protect the eyes from UV rays. Not using proper eye protection can lead to eye problems later in life.
- **Wear a hat.** Make sure the hat covers your child's face, ears, scalp and neck.
- **Mind the time.** Try to go outside in the early morning or late afternoon. The sun's rays are less strong at these times.

UnitedHealthcare Community Plan
10895 Grandview, Ste. 200
Overland Park, KS 66210

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Your best shot.

Immunizations keep kids healthy.

Years ago, many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It's important for all children, from babies through teens, to get the right shots at the right time.

Shots for babies (birth–15 months)

- HepB: Hepatitis B (3 doses)
- HepA: Hepatitis A (2 doses)
- DTaP: Diphtheria, tetanus, pertussis (4 doses)
- Hib: Haemophilus influenzae type b (3–4 doses)
- IPV: Polio (3 doses)
- PCV: Pneumococcal (4 doses)
- RV: Rotavirus (2–3 doses)
- MMR: Measles, mumps, rubella (1 dose)
- Varicella: Chickenpox (1 dose)
- Influenza (yearly)

Booster shots for young children (4–6 years)

- DTaP: Diphtheria, tetanus, pertussis
- IPV: Polio
- MMR: Measles, mumps, rubella
- Varicella: Chickenpox
- Influenza (yearly)



Shots for pre-teens (11–12 years)

- Tdap: Tetanus, diphtheria, pertussis
- HPV: Human papillomavirus (3 doses)
- MCV: Meningococcal
- Influenza (yearly)
- HepA: Hepatitis A (only if at high risk)



Keep track. Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.



Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small? They are also 5 times more likely to die than babies whose mothers get regular prenatal care.

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.

Start seeing your provider as soon as you are pregnant. Have your first visit before your 12th week. Then, go monthly for the first 6 months. Go every 2 weeks for months 7 and 8. For the last month, see your provider every week.



Take the first step. UnitedHealthcare Community Plan has a program for pregnant women. It's called Healthy First Steps®. It provides information and support. All pregnant women can join. For more information, call **1-800-599-5985, TTY 711**.

Cyberbullying.

Know the warning signs.

Cyberbullying, or online bullying, is becoming more common. It is just as serious as in-person bullying. Often it happens around a child's use of a device, such as a phone or tablet. Your child may be a victim, or they may be bullying another child. Warning signs of cyberbullying include:

- Strong emotional reactions when using a device. This includes anger, laughter or upset.
- Noticeable increases or decreases in the use of a device.
- Hiding a device when a parent is around.
- Deleting social network accounts or creating new ones.
- No longer enjoying social situations they used to enjoy.

If you see these warning signs, talk to your child. It helps to document the harmful posts or content. Most social media platforms allow you to report harmful behavior. Most importantly, give your child support. Peers, mentors or other trusted adults can provide support. Mental health professionals can also help.

 **Don't wait.** To learn more about recognizing and stopping cyberbullying, visit stopbullying.gov.



Charting health.

Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.

 **Time for a checkup?** We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-877-542-9238, TTY 711**. Or visit our member website at myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-9238, 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).
1-855-575-0136, 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

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

KidsHealth[®]: Get reliable information on health topics for and about kids.
KidsHealth.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-877-542-9238, 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.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

Emergency rooms are for major medical emergencies only. Go there only for serious immediate needs like chest pain, shortness of breath, major burns or severe injuries.

For general health questions, call our toll-free NurseLineSM at **1-855-575-0136, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-877-542-9238, TTY 711**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.



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

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad, preferencia sexual, preferencia de género 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 número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 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 al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.