



# HealthTALK

SUMMER 2019



## Did you know?

According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer.



## 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  
P.O. Box 1037  
New York, NY 10268

# Help is here.

## Get treatment for alcohol and drug problems.

Getting treatment for substance use can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. Here's how to start your recovery:

- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



## Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending on which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

### Symptoms.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- Numbness or weakness of the face, arm or leg.
- Confusion, trouble speaking or understanding.
- Vision changes in one or both eyes.
- Trouble walking or staying balanced.
- Severe headache.
- Drowsiness.
- Nausea or vomiting.

### Signs.

There are 3 simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, they may not be able to:

- Smile.
- Raise both arms.
- Coherently speak a simple sentence.



### Act fast. Call 911

at the first sign of a possible stroke. Quick treatment is essential.

**Learn more.** Visit [LiveAndWorkWell.com](http://LiveAndWorkWell.com) for more information about how to get treatment for substance use disorders and mental illness.

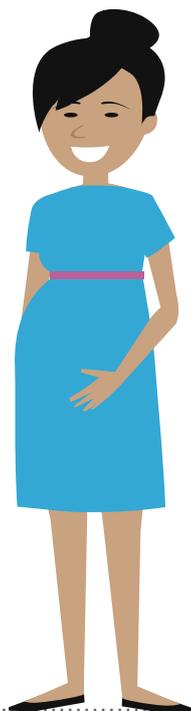


## Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small?

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.**

# Know your numbers.

## It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.



## Grow up healthy.

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 to make sure they are healthy. They also need to get screened for lead, hearing, and to make sure they are developing normally.

### Lead level screening.

Lead is often found in plumbing or paint in older homes. If a child inhales or swallows lead, this could cause lead poisoning. Lead poisoning can cause slow growth or developmental problems in children. Experts recommend testing for lead levels at ages 1 and 2. The test is done using a few drops of blood.

### Hearing screening.

This screening shows if your child has hearing loss. Hearing screenings are not painful. Hearing screenings should take place no later than 1 month of age. If your baby does not pass the screening, you need to schedule a full hearing test by the time they are 3 months old.

### Developmental screening.

These are screenings and tests that make sure children are developing properly. You will need to answer questions about your child, or have your child take a brief test. This screening looks at how your child is developing in the following areas:

- Movement.
- Behavior.
- Emotions.
- Language.
- Thinking.

Experts recommend a developmental screening at:

- 9 months.
- 18 months.
- 24 or 30 months.



**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 the number on the back of your member ID card.

Or visit our member website at [myuhc.com/CommunityPlan](https://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).

**Medicaid/CHIP: 1-800-493-4647, TTY 711**

**Wellness4Me: 1-866-433-3413, TTY 711**

**Essential Plan: 1-866-265-1893, 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®**

**QuitLine:** Get free help quitting smoking (toll-free).

**[quitnow.net](http://quitnow.net)**

**1-800-227-2345, TTY 711**

**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)**

### Want to receive information electronically?

Call Member Services at the number on the back of your member ID card and give us your email address (toll-free).



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

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.



**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 the number on the back of your member ID card.

## NOTICE OF NON-DISCRIMINATION

UnitedHealthcare Community Plan complies with Federal civil rights laws. 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 the following:

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

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

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

Email: **UHC\_Civil\_Rights@uhc.com**

Phone: **1-800-493-4647, TTY 711**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

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)

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 Member Services at **1-800-493-4647, TTY 711**, Monday - Friday 8:00 a.m. to 6:00 p.m.

## LANGUAGE ASSISTANCE

**ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-493-4647 TTY/711.** English

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-493-4647 TTY/711.	Spanish/ Español
注意：您可以免費獲得語言援助服務。請致電 1-800-493-4647 TTY/711。	Chinese/ 中文
ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-493-4647 رقم هاتف الصم والبكم TTY/711.	Arabic/ اللغة العربية
주의: 무료 언어 지원 서비스를 이용하실 수 있습니다. 1-800-493-4647 TTY/711로 전화하시기 바랍니다.	Korean/ 한국어
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-493-4647 (телетайп: TTY/711).	Russian/ Русский
ATTENZIONE: Nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il 1-800-493-4647 TTY/711.	Italian/ Italiano
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-493-4647 TTY/711.	French/ Français
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-493-4647 TTY/711.	French Creole/ Kreyòl ki soti nan Fransè
אכטונג: אויב איר רעדט אידיש, זענען פאראן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. רופט 1-800-493-4647 TTY/711.	Yiddish/ אידיש
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-493-4647 TTY/711.	Polish/ Polski
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyong pantulong sa wika nang walang bayad. Tumawag sa 1-800-493-4647 TTY/711.	Tagalog
দৃষ্টি আকর্ষণ: যদি আপনার ভাষা "Bengali বাংলা" হয় তাহলে আপনি বিনামূল্যে ভাষা সহায়তা পাবেন। 1-800-493-4647 TTY/711 নম্বরে ফোন করুন।	Bengali/ বাংলা
KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-493-4647 TTY/711.	Albanian/ Shqip
ΠΡΟΣΟΧΗ: Στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-493-4647 TTY/711.	Greek/ Ελληνικά
توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان سے متعلق مدد کی خدمات مفت دستیاب ہیں۔ کال کریں 1-800-493-4647 TTY/711.	Urdu/ اردو

## NOTIFICACIÓN DE LA NO-DISCRIMINACIÓN

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

UnitedHealthcare Community Plan provee lo siguiente:

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

Si usted necesita estos servicios, por favor llame gratuitamente al número anotado en su tarjeta de identificación como miembro.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le han tratado a usted de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo, puede presentar una queja ante el Coordinador de los Derechos Civiles (Civil Rights Coordinator) haciéndolo por:

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

Correo electrónico: **UHC\_Civil\_Rights@uhc.com**

Teléfono: **1-800-493-4647, TTY 711**

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, haciendo por:

Internet: Sitio en internet para la Oficina de Derechos Civiles en  
**<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**

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)

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 a Servicios para Miembros al **1-800-493-4647, TTY 711**, de lunes a viernes, 8:00 a.m. a 6:00 p.m.