



HealthTALK

SPECIAL ISSUE 2019



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



UnitedHealthcare®
Community Plan

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** today.

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

Time for a change.

Teens have unique health care needs. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider (PCP) who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit **myuhc.com/CommunityPlan** or call Member Services toll-free at **1-800-414-9025**, **TTY/PA Relay 711**.



AMC-054-PA-CHIP

UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

Help for victims of abuse.

Pennsylvania has a program that helps victims of crime. It is called the Victims Compensation Assistance Program (VCAP). It may help cover costs because of physical abuse from a person you have dated or married.

Your health may suffer from abuse. Abuse may cost you money. To apply for money from VCAP, you must:

- Report the crime to the police within 3 days and help the police.
- Or file for a protection from abuse (PFA) order within 3 days of the abuse.

A victim may not get money if they did illegal things when the abuse took place. Here are more things to know:

- If a victim cancels a PFA with no good reason, they may not be able to apply.
- The abuse must have happened in Pennsylvania.
- The victim must live in Pennsylvania unless the victim is over the age of 60.

VCAP may help with costs such as:

- Bills for physical injuries.
- Someone to help with chores.
- Wages for missed work.
- A move because of the abuse.
- Child care so the victim can visit a doctor or court house.
- Travel to a doctor or counselor.

VCAP may cover costs only after all other sources, like insurance or paid work leave, are used. It may be cash or medical assistance. Other sources may be from a charity or a lawsuit. It may be from disability pay, a pension and more.



Get help. To find the domestic abuse program nearest you, visit pcadv.org and click on “Find Help,” or use the Find Help map on the homepage.

To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233), TTY 1-800-787-3224.**



Breathe easy.

Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications.

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications.

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



We can help. We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**, to learn more.



Prescribed an opioid?

3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are 3 questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.

 **Need help?** Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.

Healthy start.

Healthy eating during pregnancy and early childhood is important for a child's brain and lifelong mental health. The American Academy of Pediatrics recommends enrolling in the Women, Infants and Children (WIC) Program. This program will help you get the good food that you and your baby need.

The WIC Program:

- Teaches you about healthy eating during pregnancy.
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed.
- Provides breastfeeding support and breast pumps if needed.
- Gives tips and answers your questions about feeding your child.
- Screens you and your child for low iron levels and gives you foods that are high in iron.
- Provides foods that contain protein, iron and vitamins that are important for brain development.

 **Eat right.** To see if you are eligible for the WIC Program or to make an appointment, visit **pawic.com**. Or call **1-800-WIC-WINS**.



Quitting time.

Did you know that 40 million Americans still smoke cigarettes? That is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes and hookahs are getting more popular.

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 on the Great American Smokeout, a national event. This year the event falls on November 21.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



Time to quit? You can quit smoking for good with the right help. Get telephone support and information by calling the PA Free Quitline at **1-800-784-8669**, **TTY/PA Relay 711**. Or get free coaching online at **pa.quitlogix.org**.



Screen time.

How much is too much?

In today's world, children, teens and young adults are growing up in front of a screen. Screens include smartphones, laptops, tablets and TVs. A study by the American Academy of Pediatrics (AAP) says children are spending about 7 hours per day on entertainment media.

There are some positives to all of this "screen time." The internet, social media and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life. But studies show that screen time can also affect kids' health and education.

The question that many parents and caregivers may ask themselves is, "How much is too much?" This depends on the age of the child and how the technology is being used. The AAP says children under 2 should have no screen time. For children over the age of 2, the AAP says screen time should be no more than 2 hours per day.

Other studies say using too much technology can lead to attention problems, and sleep and eating disorders. It can also contribute to being overweight.

There are several ways you can limit your child's use of technology:

1. Set up rules.
2. Create time limits.
3. Limit what your child sees.
4. Keep televisions, tablets and computers out of your child's room.
5. Be a good role model.
6. Set an example by staying active with physical and outdoor activities.



Learn more. Visit **KidsHealth.org** to learn more about kids' health topics. This website has articles, videos and interactive content for parents, children and teens.

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. 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. The test is done using a few drops of blood. If the test finds lead, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Learn more. Read about lead poisoning and other children's health topics at [KidsHealth.org](https://www.kidshealth.org).



Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.

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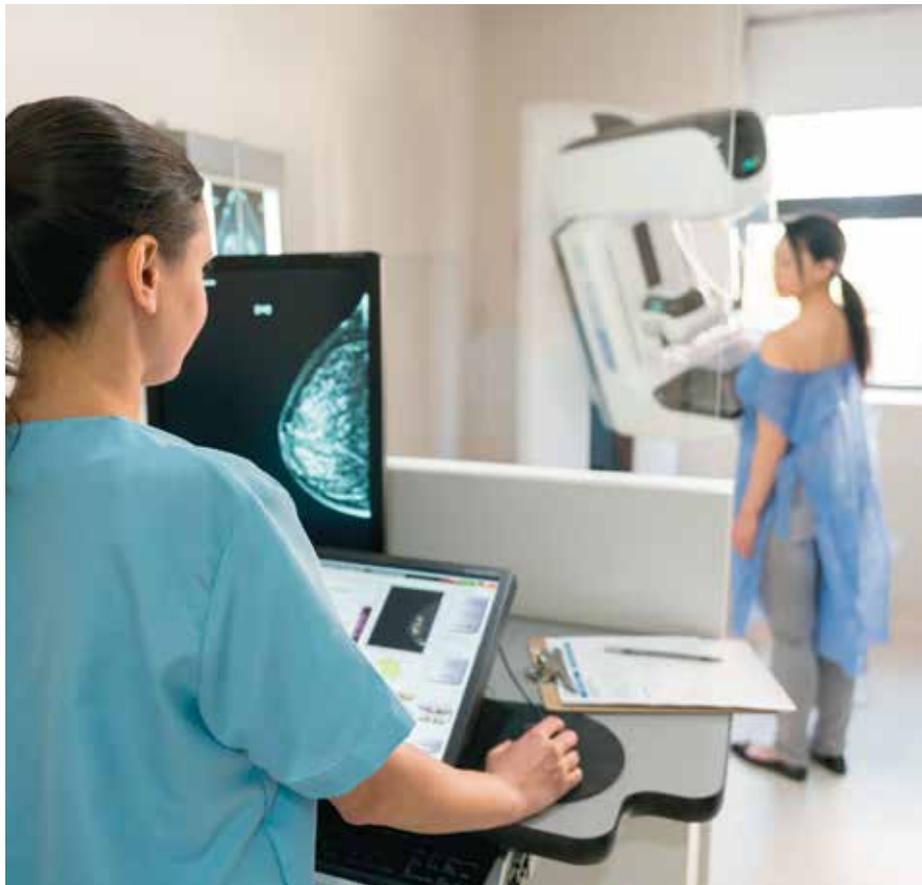
Mammograms save lives.

Today, there are more than 3 million breast cancer survivors in the U.S. This is because more women are getting mammograms. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer if your doctor finds it early. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. Together, you can create the best screening schedule for you.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**





The right dose.

Make a plan for ADHD treatment.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor.

A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another. A child who takes ADHD medicine must be seen by the doctor to make sure they are getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months.



Plan of attack. We can help with scheduling an appointment or finding a provider. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**

Color yourself calm.

Coloring books for adults, teens and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple of reasons why this works.

One is that it's a quiet, focused, repetitive activity. Coloring can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness. The second is that it helps anyone create art, regardless of their skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



Relax. To learn about your behavioral health benefits, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**





Stop the sneeze.

Seasonal allergies are triggered each spring, summer and fall when trees, weeds and grasses release pollen into the air. For many people, this means allergy and asthma symptoms get worse during this time of year. You may have trouble breathing. You may have itchy eyes or a drippy nose.

There are things you can do to feel better:

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick relief inhaler with you.

Follow your doctor's orders for treating other allergy symptoms.

Heart smart.

Cholesterol is a fatty substance in your blood. HDL is called "good" cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.

 **Get tested.** The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years. People with diabetes or other risk factors should get tested each year.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-414-9025, TTY/PA Relay 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).

1-844-222-7341, TTY/PA Relay 711

Healthy First Steps®: Get support throughout your pregnancy (toll-free).

1-800-599-5985, TTY/PA Relay 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

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

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions (toll-free).

1-877-844-8844, TTY/PA Relay 711

Want to receive information electronically?

Call Member Services and give us your email address (toll-free).

1-800-414-9025, TTY/PA Relay 711

Crush cancer.

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography.

WHY: To catch breast cancer early.

WHEN: Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every 2 years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

WHAT: Colonoscopy.

WHY: To catch or prevent colorectal cancer.

WHEN: Colonoscopy for men and women every 10 years beginning at age 45. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening.

WHY: To catch or prevent cervical cancer.

WHEN: Pap screening for women every 3 years between ages 21–29. Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Are you at risk? Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711** নম্বরে ফোন করুন।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૌલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**



UnitedHealthcare Community Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan proporciona ayuda y servicios gratuitos a personas con discapacidades para que puedan comunicarse con nosotros de manera efectiva, por ejemplo:

- Intérpretes de lenguaje de señas calificados
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y demás formatos)

UnitedHealthcare Community Plan ofrece servicios de idioma gratuitos a las personas cuyo idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con UnitedHealthcare Community Plan al **1-800-414-9025, TTY/PA RELAY 711**.

Si considera que UnitedHealthcare Community Plan no ha proporcionado estos servicios o ha discriminado de otro modo en función de la raza, el color, la nacionalidad, la edad, la discapacidad, las creencias, la afiliación religiosa, la ascendencia, el sexo, la identificación de sexo, la expresión sexual o la orientación sexual, puede presentar una queja con:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Teléfono: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, o
Correo electrónico: **RA-PWBEOAO@pa.gov**

Usted puede presentar una queja en persona o por correo, fax o por correo electrónico. Si necesita ayuda para presentar una queja, UnitedHealthcare Community Plan y la Oficina de Igualdad de Oportunidades están disponibles para brindarle asistencia.

También puede presentar un reclamo de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU. por vía electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles disponible en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, o por correo postal o teléfono al:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Los formularios de reclamos están disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**.