



HealthTALK

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FALL 2020

DEVELOPMENTAL DISABILITIES

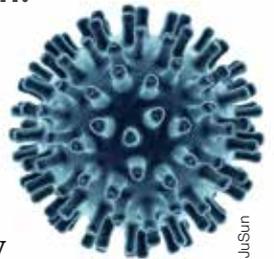


If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058, TTY 711**.

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. Immunizations including flu shots are even more important with the COVID-19 crisis. Talk to your doctor to make sure you are protected.

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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 to find a location near you.

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

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Take care of mental health.

It's perfectly natural for kids to feel anxious, stressed or frustrated when there is uncertainty in their lives. Here are 3 steps you can take to help your child cope during stressful times.

- 1. Spend quality time together.** Reading a book together keeps their mind engaged. Going on a walk together is a good and easy way to get some exercise.
- 2. Set a good example.** Keep up with healthy eating habits, and get plenty of rest and physical activity.
- 3. Share information.** Talk with your child about the ongoing effects of COVID-19. Listen and answer their questions.

Crisis hotlines by county.

If you are experiencing a behavioral health crisis, it is important to get help right away. Remember, you should always call 911 if you are experiencing a medical, police and/or fire emergency. Find the crisis hotline phone number for your county below.

Maricopa County: **602-222-9444** or **1-800-631-1314, TTY 711.**

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties: **1-866-495-6735, TTY 711.**

Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties: **1-877-756-4090, TTY 711.**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449, TTY 711.**



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Other resources.

Teen Lifeline: **602-248-8336** (phone or text), or call **1-800-248-8336, TTY 711.**

National Suicide Prevention Lifeline: **1-800-273-TALK (8255), TTY 711.** Chat: **suicidepreventionlifeline.org/chat.** Online: **suicidepreventionlifeline.org.**

National Substance Use and Disorder Issues Referral and Treatment Hotline: **1-800-662-HELP (4357), TTY 711.**

Crisis Textline: Text the word "**HOME**" to **741741.**

24-hour Senior Helpline: **602-264-4357.**

Veterans Crisis Line/Be Connected Line: **1-866-429-8387, TTY 711.** Online: **BeConnectedAZ.org.**

Trans Lifeline (peer-support crisis hotline for which all operators are transgender): **1-877-565-8860, TTY 711.** Online: **translifeline.org.**

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.**

Test your COVID-19 and flu IQ.

Know the myths and facts.

With the COVID-19 pandemic, during this flu season it's more important than ever to be safe. There are some common myths about COVID-19 and the flu that you should be aware of. Here are a few examples:

True or False?

1 COVID-19 mainly spreads through contact with surfaces.
False. COVID-19 is mainly spread from person-to-person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

2 If I got a flu shot last year, I still need to get one this year.
True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

3 To be effective, you need to wash your hands for at least 20 seconds.
True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

4 Hand sanitizer works better than traditional soap because it has alcohol.
False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



Baby blues.

Dealing with postpartum depression.

A postpartum checkup is a medical checkup you get after having a baby to make sure you're recovering well from labor and birth. Postpartum care is important because new moms are at risk of serious and sometimes life-threatening health complications.

Make a postpartum care plan with your provider during pregnancy and talk to your provider about your postpartum care team. Get a complete postpartum checkup no later than 12 weeks after giving birth. If you had pregnancy complications or you have a chronic health condition, you may need extra postpartum checkups.

If you feel you may have baby blues, don't wait; talk to your doctor or case manager right away. For help 24/7, call the number on the back of your AHCCCS ID card for Behavioral Health Services, or if you feel you need emergency help, call 911 immediately.



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Safe sleep.

Safe sleep can help protect your baby from sudden infant death syndrome (also called SIDS) and other dangers, like choking and suffocation. Put your baby to sleep on his back on a flat, firm surface, like in a crib or bassinet. Do this every time your baby sleeps, including naps.

Put your baby to sleep in his own crib or bassinet. It's good to share a room with your baby, but don't share a bed. Don't use sleep positioners, like nests or antiroll pillows. They can cause your baby to stop breathing. Keep crib bumpers, loose bedding, toys and other soft objects out of your baby's crib.

Know the facts about HIV.

HIV is a virus that attacks the body's immune system. If not treated, it can cause serious health problems and even death. HIV spreads through infected body fluids, like blood, semen and breast milk. It spreads mainly through unprotected sex or sharing drug needles.

You can pass HIV to your baby during pregnancy, labor, birth or breastfeeding. Treatment can help protect your baby from getting infected. If you're pregnant or planning to get pregnant, get tested for HIV. Testing is the only way to know for sure if you have HIV. Ask your partner to get tested and treated for HIV.



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Family planning.

Family planning services help you protect yourself from having an unwanted pregnancy and/or contracting a sexually transmitted disease. Both men and women of reproductive age are eligible for family planning services.

Knowing your birth control options can help you choose the right method for you. Long-acting options are a good choice for many women, and there is no charge or cost. These include the IUD (intrauterine device) and birth control implant. An IUD is a small, T-shaped device that your doctor places in your uterus. An implant is a small rod the size of a matchstick that your doctor places under the skin on your arm. Benefits of these options 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.

IUDs and implants do not protect against sexually transmitted diseases (STDs) or HIV. Be sure to use condoms and get screened for STDs regularly. Screening and treatment for STDs is a covered benefit.

Members have free choice of providers for family planning. Contact your Healthy First Steps care manager at **1-800-599-5985, TTY 711**, for help in finding family planning providers in your area. 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.

Stay safe.

Be aware of lead exposure during pregnancy.

You can breathe in lead dust and not even know it. When old paint cracks, it makes dangerous chips and dust. The dust is so small, you cannot see it. Home repairs and renovations including sanding or scraping paint can make dangerous lead dust. You should not be in the house while someone is removing lead paint or cleaning up after renovations.

Also, use caution when eating anything brought into the U.S. by travelers from other countries because certain candies, spices, toys, makeup and other foods contain small amounts of lead. Too much lead in a child's body leads to lead poisoning.

Lead poisoning can cause health problems. Many children with lead poisoning don't have symptoms. That's why testing is important.

Experts recommend testing at ages 1 and 2. If the test finds lead, treatment can help. If you think you or someone in your family may have lead poisoning, tell your health care provider.



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Resource corner.

Member Services: Find a doctor, request a provider directory, request a member handbook, ask benefit questions or get help scheduling an appointment, in any language (toll-free). **1-800-348-4058, TTY 711**

Our website: Find a provider, view your benefits or see your ID card, wherever you are. **myuhc.com/CommunityPlan**

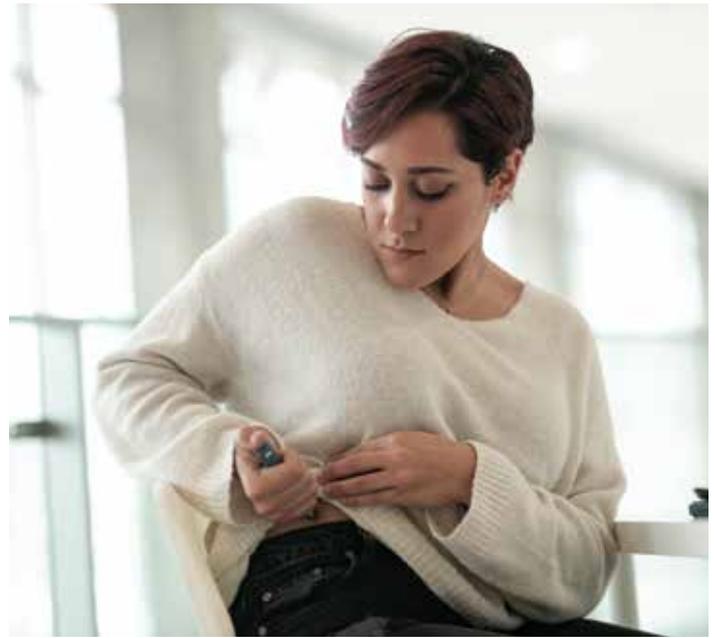
NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free). **1-877-440-0255, TTY 711**

Prefer email? Call Member Services and give us your email address so we can send important health plan information directly to your inbox (toll-free).

Arizona Smoker’s Helpline (ASHLine): Get free help quitting smoking (toll-free). **1-800-55-66-222, TTY 711**
ashline.org

Crisis Lines for Help with Mental or Emotional Crisis Situations:
1-877-756-4090 (Northern Arizona)
1-800-631-1314 (Central Arizona)
1-866-495-6735 (Southern Arizona)

Office of Individual and Family Affairs (OIFA): We’re here to help. Call Member Services and ask to speak with OIFA. **1-800-348-4058, TTY 711**



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Under control.

If you are diabetic, you need 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 2 to 3 months. It tells you how well your treatment is working. Get this test 2 to 4 times per year.
- **Heart disease:** People with diabetes have double the risk of 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. Get your blood pressure checked at every visit.
- **Kidney function:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **Dilated eye exam:** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so the retina can be checked. It helps find problems before you notice them. Get this test once a year.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services at **1-800-348-4058, TTY 711.**

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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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**, 8 a.m. – 5 p.m., Monday – Friday.

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**, 8 a.m. – 5 p.m., Monday – Friday.

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