

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 **UHCCP.com**.

In response to COVID-19, UnitedHealthcare is making telehealth available at no cost to you. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don't have a doctor you see regularly, visit **myuhc.com/CommunityPlan** to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

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](https://www.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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HealthTALK

SPRING/SUMMER 2020

AHCCCS COMPLETE CARE



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**.

Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.

Your partner in health.

How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP.

Teens have different health care needs than children. It may be time for your teen to switch to a doctor who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school or residency (by phone only).



Need a new doctor? To find a new PCP, visit myuhc.com/CommunityPlan. Or call us toll-free at **1-800-348-4058**, TTY 711.



By the book.

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities.
- The benefits and services you have.
- The benefits and services you don't have (exclusions).
- What costs you may have for health care.
- How to find out about network providers.
- How your prescription drug benefits work.
- What to do if you need care when you are out of town.
- When and how you can get care from an out-of-network provider.
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- Our privacy policy.
- What to do if you get a bill.
- How to voice a complaint or appeal a coverage decision.
- How to ask for an interpreter or get other help with language or translation.
- How the plan decides if new treatments or technologies are covered.
- How to report fraud and abuse.



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan.

Or call Member Services toll-free at **1-800-348-4058**, TTY 711, to request a free copy of the handbook.

Know your drug benefits.

Visit our website at myuhc.com/CommunityPlan to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is

called prior authorization.) There may also be limits to the amount you can get of certain drugs.

- 4. Any costs to you.** You may have copayments for prescriptions.



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 **Look it up.** Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-348-4058, TTY 711.**

The right care.

How we decide which services are covered.



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UnitedHealthcare Community Plan looks at services before they happen and sometimes while they are happening. This is called utilization management (UM). All managed care health plans do UM. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on nationally recognized criteria, care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

Members and doctors have the right to appeal denials. If a service is denied or reduced you will receive a Notification of Adverse Benefit Determination (i.e., a denial letter). The denial letter will tell you your rights, explain why your service was denied, and given you directions on how to appeal.

 **Questions?** You can talk to our staff. TDD/TTY services and language assistance are available if you need them. Call **1-800-348-4058, TTY/TDD 711**, 8:00 a.m. – 5:00 p.m., Monday – Friday, excluding state holidays.

We care for you.

Voluntary programs to help manage your health.

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- Health education and reminders.
- Maternity support and education.
- Support for substance use disorders.
- Programs to help you with complex health needs (care managers work with your doctor and other outside agencies).

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan

to find more information

about network doctors. You can also learn more about the benefits, programs and services offered to you. For example, screening and treatment of STIs are a covered benefit. If you want to make a referral to our case management program, call Member Services toll-free at **1-800-348-4058, TTY 711.**

Safe and secure.

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

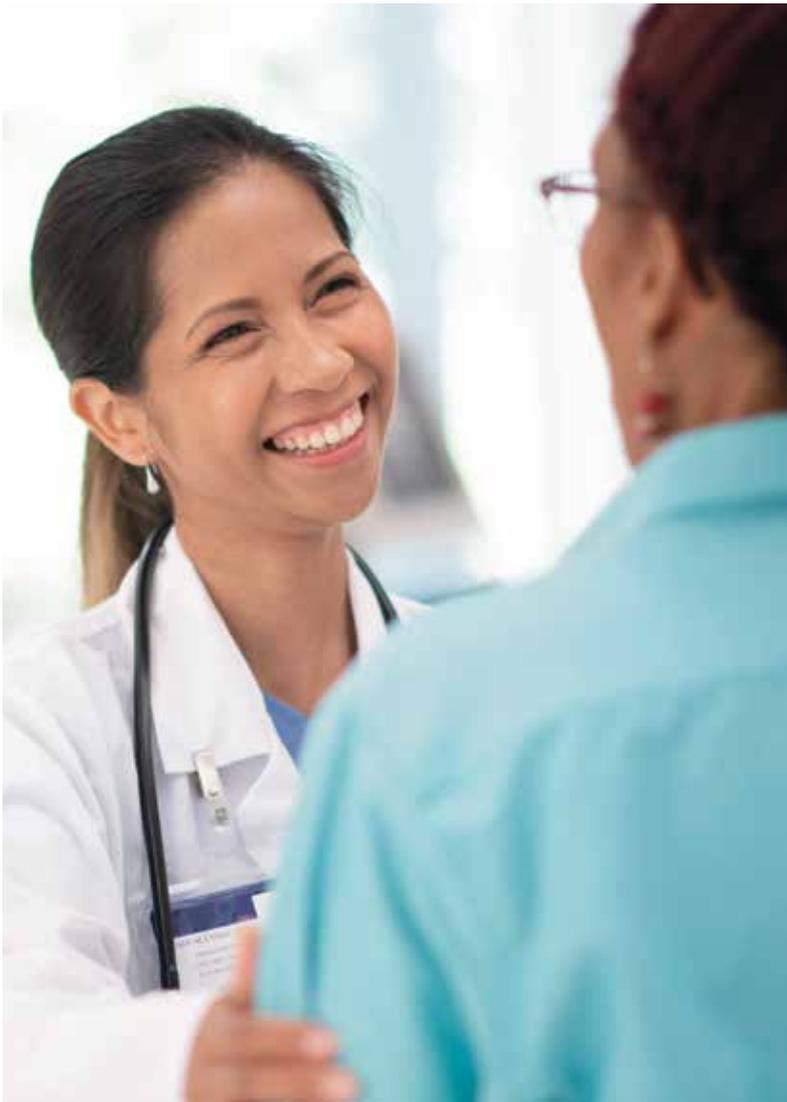
- How we may use PHI and FI.
- When we may share PHI and FI with others.
- What rights you have to your family's PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan.

You may also call Member Services toll-free at **1-800-348-4058, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





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Take charge.

Prepare to see your provider.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you receive. Here's how you can take charge of your health care:

- **Think about what you want to get out of the visit before you go.** Try to focus on the top 3 things you need help with.
- **Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself with you.
- **Tell your provider about other providers you may be seeing.** Include behavioral health providers. Mention any medications or treatment they have prescribed for you. Also bring copies of results of any tests you have had.



Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

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See here.

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. In advanced cases, symptoms can include blurred vision, seeing "spots," seeing "halos" around lights, loss of central vision and loss of colors in vision. However, most of the time, symptoms do not start until the damage is bad. Laser surgery can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The eye doctor will dilate your pupils with eyedrops. Then they will take a look inside your eye. The test is quick and painless. People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



Take the first step. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition with reminders about your care and advice from a nurse.

To learn more, call Member Services toll-free at **1-800-348-4058, TTY 711.**

Dangers of lead.

Lead is often found in plumbing or paint in older homes. It can also be found in soil and in some imported products. 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. Lead testing should be done at ages 12 and 24 months. Lead testing is part of the well-child visit at these ages. To learn more about the dangers of lead poisoning, visit **[azdhs.gov/preparedness/epidemiology-disease-control/lead-poisoning/index.php#brochures-handouts](https://www.azdhs.gov/preparedness/epidemiology-disease-control/lead-poisoning/index.php#brochures-handouts)**.



Expecting? Lead poisoning can cause serious problems during pregnancy, such as premature birth and miscarriage. Talk with your provider to learn more.

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.**

Make your wishes known.

You have the right to say yes or no to procedures, tests and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end of life care known in advance. The Arizona Advance Directive Registry is a free registry you can use to electronically store and access your medical directives. Their secure and confidential program grants peace of mind to registrants and their families, and easy access to all health care providers.



Write it down. Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at azsos.gov/services/advance-directives.



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Stay healthy.

A healthy weight promotes long-term good health.

You doctor can tell you if your child's weight is healthy. Ask your doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.

Eating well can help your child keep a healthy weight. This means eating lots of fruits and vegetables and reducing sugar sweetened beverages, including juices and sports drinks. Regular exercise is important, too. Your doctor can give you advice on how to eat well and make sure your child is getting enough exercise.



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Find Dr. Right. Need to find a new doctor for your child? Use our provider directory at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-348-4058**, TTY 711.

Sleep tight.

You can reduce the risk of sudden infant death syndrome (SIDS). SIDS is when a baby dies of unknown cause in their sleep. The most important way to prevent SIDS is to always place your baby on their back to sleep, for naps and at night. Other tips include:

- Put your baby's sleep area next to where you sleep. Share a room, but not a bed.
- Use a firm sleep surface, such as a mattress in a safety-approved crib, covered by a crib sheet.
- Do not put pillows, blankets, bumpers or stuffed animals in the crib.
- Dress your baby in lightweight clothing for sleep. Make sure nothing covers your baby's head.
- Breastfeeding longer can reduce the risk of SIDS significantly, which is part of the American Academy of Pediatrics updated recommendations for SIDS reduction, learn more at pediatrics.aappublications.org/content/140/5/e20171324.
- Smoking while pregnant and smoking around your baby are both risk factors for SIDS, learn more at healthychildren.org/English/ages-stages/baby/sleep/Pages/A-Parents-Guide-to-Safe-Sleep.aspx.

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More common than you think.

Signs of dating abuse in teens.

Abuse can happen to anyone. Did you know that 1 in 3 high school students in the United States is a victim of dating abuse? Dating abuse is when 1 partner uses violent words or actions to try to control the other partner.

Dating abuse can come in different forms. It can cause pain with words or physical force.

- **Physical abuse:** Using violent force to hurt someone. Examples include hitting, shoving, kicking or biting.
- **Emotional abuse:** Using words to be in control. This includes making threats and saying mean or embarrassing things.
- **Sexual abuse:** Unwanted sexual advances. Examples include rape and sexual assault.
- **Digital abuse:** Using technology. An abusive partner may text you too much, send inappropriate photos or stalk your social media profiles.

 **It's not your fault.** If you are a victim of dating abuse, it is OK to ask for help. It's not your fault. To chat with a dating abuse counselor, call the National Teen Dating Abuse Helpline at **1-866-331-9474, TTY 1-866-331-8453**. Help and information is also available at loveisrespect.org.

Know your choices.

How you can avoid the emergency room.

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you get help faster.

When can your primary care provider (PCP) treat you?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in



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death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.

Follow-up care.

Members who are discharged will receive a call from UHCCP within 3 business days of discharge to assess their needs. UHCCP can also connect members with NurseLine for any additional questions or needs. If possible, members should have their post-discharge appointment within 7 days of that discharge. This has been shown to decrease potential readmissions and improve outcomes.



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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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-440-0255, TTY 711

Arizona Smoker's Helpline

(ASHLine): Get free help quitting smoking.

1-800-55-66-222, TTY 711

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

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC):

WIC is a nutrition program that helps the whole family learn about eating well and staying healthy.

1-800-252-5942, TTY 711

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)

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Top quality.

Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.



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Quality matters. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-348-4058, TTY 711.**

Check it off.



Take this checkup checklist to your next appointment.

You and your children should have regular checkups with your primary care provider (PCP). Preparing for a checkup helps you get the most out of your visit.



Think about these topics before your next visit:

- Family history.** Have any of your relatives been diagnosed with diseases since your last visit?
- Screenings.** Ask your PCP if you are due for any tests. Screenings for breast cancer, cervical cancer and colorectal cancer help catch these diseases early.
- Immunizations.** Ask your PCP if you or your children are due for any shots.
- Questions.** Make a list of any health changes since your last visit.
- Goals.** Make a list of health goals, such as losing weight, getting pregnant or quitting smoking.

Haga una lista.



Lleve esta lista a su próxima cita.

Usted y sus hijos deben tener chequeos regulares con su proveedor de atención primaria (PCP). Prepararse para una cita le ayudará a sacar el máximo provecho de esta visita.

Piense en estos temas antes de su próxima visita:

- Historia familiar.** ¿Se le ha diagnosticado alguna enfermedad a algún familiar desde su última visita?
- Exámenes de detección.** Pregunte a su PCP si debe hacer alguna prueba o examen de detección. Los exámenes de detección de cáncer de mama, de cuello uterino y colorrectal ayudan a detectar estas enfermedades de forma temprana.
- Inmunizaciones.** Pregunte a su PCP si usted o sus hijos necesitan alguna vacuna.
- ¿Tiene alguna pregunta?** Haga una lista de los cambios en su salud desde su última visita.
- Objetivos.** Haga una lista de sus objetivos en términos de salud, como perder peso, quedar embarazada o dejar de fumar.

Questions for the doctor. Preguntas para el médico.



Write it down. Escríbalo.

Sometimes it is hard to remember questions to ask your doctor during your visit. Write down your questions before your visit here. Then tear off this page and bring it with you when you go! A veces es difícil recordar las preguntas que usted tiene para su médico durante su visita. Escríbalas aquí antes de su visita. Luego, corte esta página y llévela con usted.

1. _____

2. _____

3. _____



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.