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HealthTALK

WINTER 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.**

Life alert.

Did you know that we provide emergency alert systems? You can get one by asking your SC or PCP to contact our vendor, Lifeline Systems Company or Connect America. Please contact Member Services at **1-800-348-4058, TTY 711**, if you have questions.



istock.com: Enis Aksoy

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

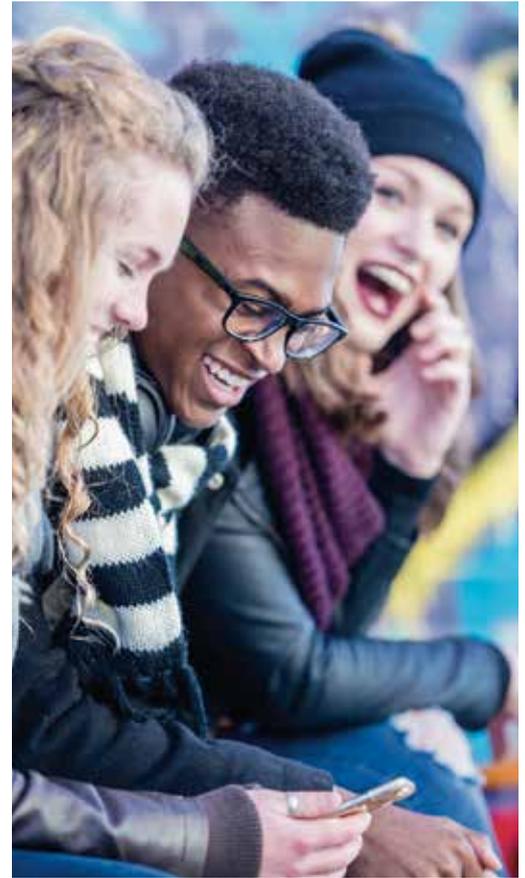
More common than you think.

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.



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 **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.



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The vape debate.

Most teens and adults know that smoking and other tobacco use is dangerous. But what about vaping? Vaping tools use electricity to turn flavored liquid into vapor. These include vape pens, electronic cigarettes and hookah pens.

Vaping may seem fun and harmless. But many health professionals agree that vaping can be harmful to the body.

The best way to quit smoking or stop using vaping tools is never to start. If you smoke and want to quit, vaping is not a good option. There's no proof that vaping is safe or successful at helping smokers quit. Talk to your primary care provider (PCP) about proven methods to stop smoking.



Quitting time? You can quit smoking and vaping for good with the right help. Get telephone support and information by calling the Arizona Smokers' Helpline at **1-800-55-66-222**, TTY **711**. Or get free help online at quitnow.net.



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. It can also be found in painted toys made outside of the United States. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child's body leads to lead poisoning. It can result in 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 12 and 24 months. Lead testing is part of a checkup at these ages.

Lead poisoning can also affect your unborn child if you are pregnant. Even low levels can cause health problems.



Schedule your screening. Does your child need to be tested for lead? Ask their doctor.

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

Did you know?

HIV testing is available to our pregnant members. If you are pregnant our Healthy First Steps program can help you along your journey. To reach Healthy First Steps, call **1-800-599-5985, TTY 711.**



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Support is available.

Your DDD Support Coordinator is your point of contact for your home and community based services. They conduct an assessment of your health care needs every 90 days. UnitedHealthcare Community Plan works with your DDD Support Coordinator to ensure that you receive all medically necessary care in a culturally competent manner. We have DDD Liaisons who work with our members and families to navigate the DDD system of care with the DDD Support Coordinators. If you'd like to chat with a DDD Liaison, please call Member Services at **1-800-348-4058, TTY 711.**



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Let your voice be heard!

Office of Individual and Family Affairs (OIFA) has several opportunities for you to become involved at a deeper level in your health care journey. We have forums, trainings, committees and a member council open for membership at this time. Our community forums are held throughout Arizona. Please reach out to OIFA at **advocates.oifa@uhc.com** to find a forum near you or to become a UnitedHealthCare Community Plan committee member. You can also reach out to OIFA by calling Member Services at **1-800-348-4058, TTY 711**, and ask to speak to an OIFA representative.

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Do you have Medicare?

It may affect how you get your medications.

If you have both Medicare and AHCCCS, you will get your medications through Medicare Part D. You may have small copays for your medications. Talk to your pharmacist about getting a 90-day supply of your medications.

If you use diabetic supplies, you should not have copays. In addition, if you use a small volume nebulizer with medication, the medication should be without copays.



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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**.

Well child visits keep kids healthy!

Regular well child visits to your PCP are important to keep your child well. Kids need regular well child visits at all ages, from babies through teenagers. Well child visits are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits. These visits are free. Call your doctor now to make an appointment for a well child visit. The doctor can also help when your child is sick.

Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and transportation to your appointment.

Well child visits may include:

- A physical exam.
- Shots or immunizations. (Flu season has begun, and there were measles exposures in August in Maricopa County.)
- Testing for and treatment of high blood lead levels. (Lead poisoning can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental preventive care, including cleaning, fluoride varnish and sealants for teeth.
- Eye exams and hearing tests.
- Advice on healthy food and staying active.
- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking. (For children with delayed skills, your doctor can refer for therapies to help develop these skills.)
- Questions about your child's health and health history.
- Lab tests such as urine and blood tests.

For teenagers and young adults, the doctor may also talk about:

- Self-esteem and good mental health.
- Changes in their bodies.
- Making good choices and healthy behaviors.

- Prevention of sexually transmitted diseases (STDs) and testing for them, which is a covered benefit.
- Dangers of smoking, alcohol and other drugs.
- Prevention of injury and suicide attempts, bullying, violence and risky sexual behavior.
- Birth control (family planning is a covered benefit).



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Resource corner.

Member Services: Find a doctor, ask benefit questions, request a copy of your provider directory and/or the member handbook, or voice a complaint, in any language (toll-free).

1-800-348-4058, TTY 711

Our website: Find a provider, read your Member Handbook 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

National Teen Dating Abuse

Helpline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).

1-866-331-9474, TTY 1-866-331-8453
loveisrespect.org

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

1-800-599-5985, TTY 711

Office of Individual and Family Affairs

(OIFA): Resources are available, call Member Services.

1-800-348-4058, TTY 711

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).

1-800-348-4058, TTY 711

Crisis Lines: 1-877-756-4090

(Northern Arizona)

1-800-631-1314 (Central Arizona)

1-866-495-6735 (Southern Arizona)

Under control.

Keep diabetes in check.

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.**



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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.

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: UnitedHealthcare Community Plan Member Services at **1-800-348-4058**. Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.