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HealthTALK

WINTER 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.**

Baby be safe.

Without treatment, 1 out of 4 pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit myuhc.com/CommunityPlan.



Let your voice be heard!

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.

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. There are now deaths confirmed across the U.S. caused by vaping in previously healthy individuals.

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 **ashline.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**.

Before baby.

Are you pregnant or thinking about becoming pregnant? To have a healthy pregnancy and baby, it's important to take care of your health. Here are some important healthy behaviors to think about.

Nutrition. Healthy eating is even more important when you are pregnant. It makes you more likely to get the nutrients you and your baby need. Try to eat a diet that includes: lean meats, fruits, vegetables, whole-grain breads and low-fat dairy products.

Sexually transmitted infections (STIs). If you are pregnant, your doctor should test you for STIs at your first prenatal visit. STIs can be transmitted to your baby and cause problems. You should also refrain from having sex with someone who may have an STI.

Alcohol, opioid and substance abuse. Alcohol is one of the most common causes of mental and physical birth defects. No one knows what a “safe amount” of alcohol for a pregnant mom to have is. Your best bet is to not drink alcohol while pregnant.

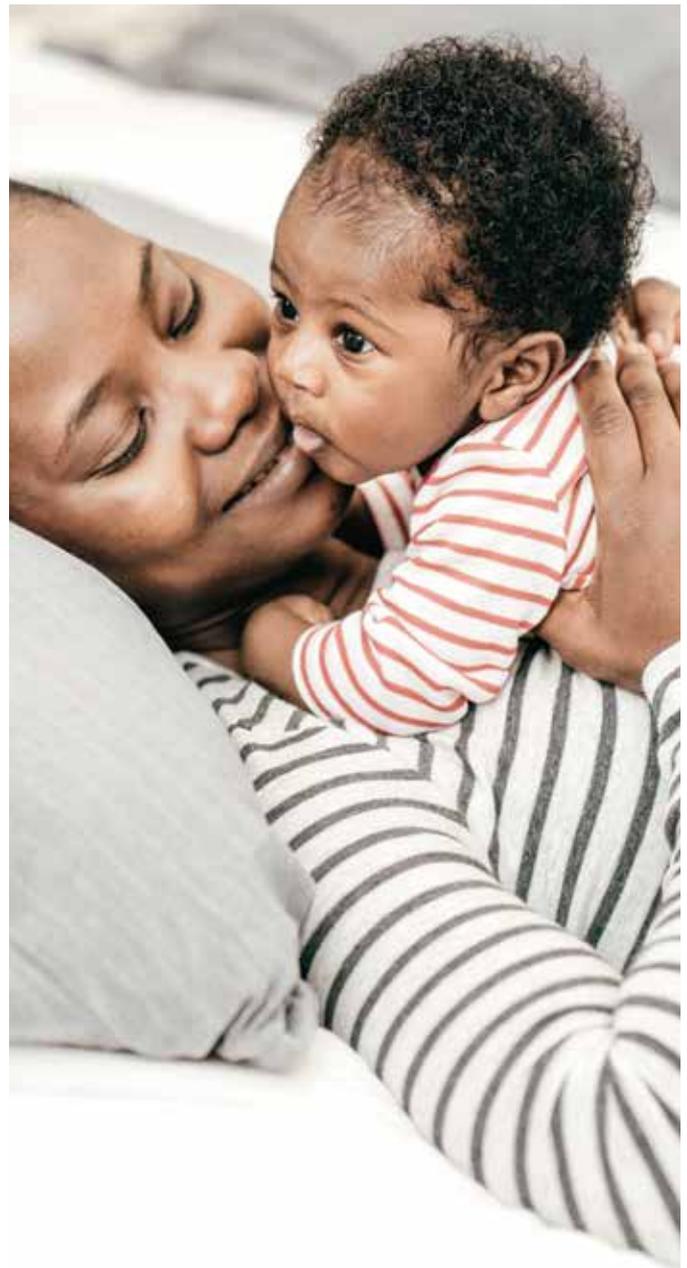
Pregnant women who use opioids can also affect their babies. Neonatal abstinence syndrome (NAS) happens when babies become dependent on opioids because their mothers used opioids. NAS can lead to problems. The best way to prevent it is to not use drugs. If you take opioids and you are pregnant, talk to your healthcare provider about the best way to stop.

Other substances, such as nicotine, can also affect your baby. Smoking while pregnant can cause: premature birth, low birth weight, sudden infant death syndrome (SIDS), and asthma or other respiratory problems.

Development. You should stay pregnant for at least 39 weeks to have a healthy baby. This gives your baby enough time to fully develop. Also, it is recommended that for your health and the health of your baby that you wait at least 18 months after birth to get pregnant again. Safe spacing lowers your risk of complications during pregnancy, early delivery, having underweight and/or

premature babies, and gives your body time to heal. Talk to your doctor if you have questions or concerns about having your babies closer together.

Vitamins. Did you know all women 18–45 should take a daily vitamin with folic acid during and even before they get pregnant? Folic acid is crucial in helping to prevent birth defects and is also great for strong nails, glowing skin and shiny hair too! You can receive no cost vitamins with folic acid from Power Me A2Z, visit powermea2z.org (by the Arizona Department of Health Services).



Culture club.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In person interpreters and signers for the deaf are available at no cost to you. Your doctor's office can help you with coordination. If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.



Get help.

Need to receive information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-800-348-4058, TTY 711**. Interpreters are available. This includes American Sign Language.

10 facts about depression.

1. Depression affects your thinking. If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255), TTY 711**, or the National Hopeline Network phone at **1-800-442-HOPE (4673), TTY 711**.
2. Depression makes it hard to give. It's hard to think of other people when you're depressed.
3. Depression is often experienced as anxiety. Make sure you get a correct diagnosis. This will help you get the best treatment for you.
4. Ongoing irritability can be a symptom of depression.
5. Chronic pain can be another symptom of depression. At the same time, being in continual discomfort can cause you to become depressed.
6. Alcohol is a depressant. So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
7. People don't choose to be depressed. But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
8. Depression can be as hard on your loved ones as it is on you. Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
9. Exercise is the easiest and least expensive cure for depression. Walking just 30 minutes a day can help.
10. Sometimes talk therapy can work wonders. Think about seeking counseling. More information, tools and resources for depression can be found at the Live and Work Well website.

If you would like assistance with obtaining behavioral health services you can contact UnitedHealthcare Community Plan Member Services at **1-800-348-4058, TTY 711**. A member services representative will help you make contact with a care coordinator.



Get access. Go to **LiveandWorkWell.com**. If you do not know your access code, click on "I don't know my access code." Select your health plan in the list of UnitedHealthcare Community Plan options. Click on "Enter." Go to the "Mind and Body" drop down. Select "Mental Health." Scroll down to select your topic. Topics include depression, as well as other mental health conditions.

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 from birth up to age 21. Well child visits are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits. These visits are at no cost. 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.
- Self-esteem and good mental health.
- 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).

Care management and help with chronic disease self-management is provided, as well as oral health screening and tuberculosis testing.



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

Arizona Smoker's Helpline

(ASHLine): Get free help quitting smoking (toll-free).

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

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**

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

Crisis Lines: 1-877-756-4090

(Northern Arizona)

1-800-631-1314 (Central Arizona)

1-866-495-6735

(Southern Arizona)

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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Abuse can happen to anyone.

Domestic abuse affects millions of women, men and children each year. It occurs when one person in a relationship tries to control another. Anyone of any race, age, sexual orientation, religion or gender, can be a victim or perpetrator of domestic violence.

Abusers may physically hurt their victims. But abuse isn't always physical. They can also do other things to make you afraid. They may keep you from seeing friends or family, or not let you have enough money. You may be a victim of domestic abuse if your partner or caregiver:

- Hurts you with words or physical force.
- Uses sex to hurt you.
- Uses money to control you.



Get help. If you are being abused, call the National Domestic Violence Hotline at **1-800-799-SAFE (7233), TTY 1-800-787-3224**. Help is free and confidential. If you are in immediate danger, call **911**. You can also learn more about domestic violence at **thehotline.org**.



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.

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