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# HealthTALK

WINTER 2020



## 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](http://myuhc.com/CommunityPlan) or call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**.

## 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 have. Here's how you can take charge of your health care:



1. 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.
2. 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.
3. 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.

UnitedHealthcare Community Plan  
2 Allegheny Center, Suite 600  
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## 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 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 controller medication as prescribed. Carry your quick relief inhaler with you. Follow your doctor's orders for treating other allergy symptoms.



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# 10 facts about depression.

## Things to know when you're feeling down.

- 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/PA Relay 711** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**, **TTY/PA Relay 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. To access Live and Work Well:

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.

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## Home visits.

Moms and new babies come home to all sorts of excitement! This includes lots of changes for mom and all sorts of new things for baby. During this time there will be many people wanting to help. One resource that you have as a UHC member is to have a licensed registered nurse come to see you and your new baby at your home, twice if you need it.

The nurse will check to make sure you and baby are settling in at home. The nurse will talk to you about how you are feeling, resources in the community you may want to connect with and planning for appointments for both you and baby. The nurse will also do some health checks like baby's weight and feeding, mom's blood pressure and how you both are healing.



**Checking in.** To have a nurse come visit you at home, talk to your obstetrician about ordering the visits. If you need help with accessing this benefit, contact the Special Needs Unit at **1-877-844-8844, TTY/PA Relay 711.**

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## 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 50. Other tests for colorectal cancer are also available; intervals vary.

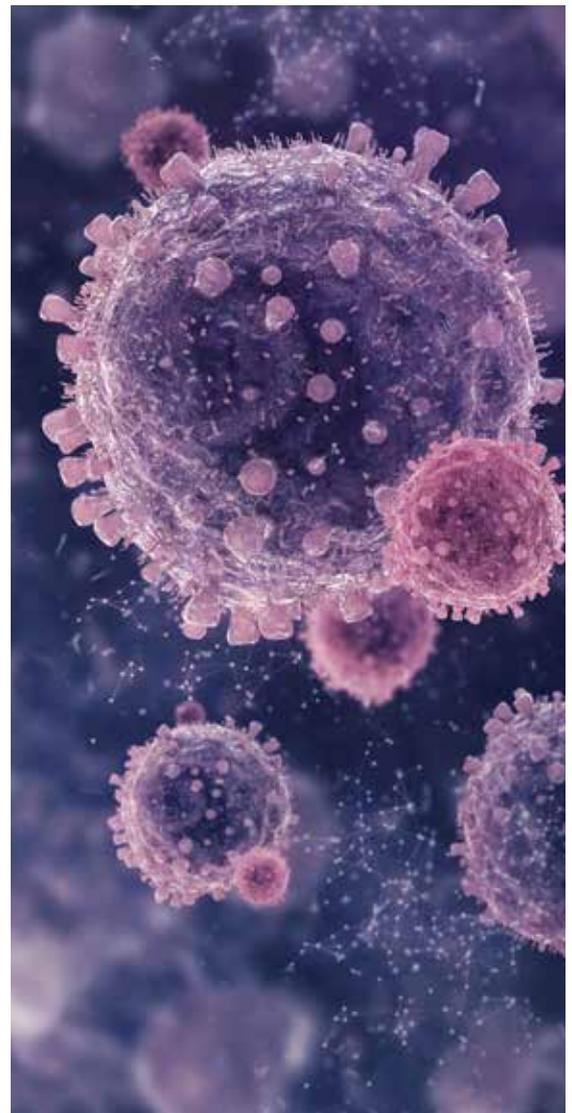
**WHAT:** Pap and HPV screening.

**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.



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# Get your GED.

## Our new GED Benefit Program can help.

In an effort to support our members in achieving their education and career goals and promote economic stability and advancement in the Commonwealth, UHC has decided to offer GED testing as an added benefit for eligible Medicaid members.

### Who is eligible for the benefit?

All current members age 18 and older who have not received a high school equivalency certificate/GED or diploma, and who are not currently enrolled in high school or college.

The GED test voucher benefit will be issued to members who are in need of financial assistance in order to take the exam. The benefit would not extend to individuals who have already paid for the GED test and no reimbursements will be issued.

### What does the benefit include?

Coverage of one (1) full official GED practice test and one full (4-module) GED test per member lifetime, plus 1:1 support navigating pre- and post-test resources.

## 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 American Cancer Society at **1-800-227-2345, TTY/PA Relay 711**. Or get free help online at **quitnow.net**.





# Wait no more.

## Time to see your doctor?

As our member, we want you to get the right services at the right time in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get an appointment in the following time frame:

- **Emergency:** The same day. Your primary care provider (PCP) must see you immediately or refer you to an emergency room.
- **Urgent PCP visit:** Within 24 hours. Go for the treatment of illnesses such as a sinus infection, ear pain or rash.
- **Routine PCP visit:** Your PCP should see you within 10 business days of when you call. Go for a health assessment or a general physical exam. Special rules apply for members who are pregnant. You should be able to get appointments in the following time frames depending on your stage of pregnancy.
- **First trimester:** Your provider must see you within 10 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **Second trimester:** Your provider must see you within 5 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **Third trimester:** Your provider must see you within 4 business days of UnitedHealthcare Community Plan learning you are pregnant.
- **High-risk pregnancy:** Your provider must see you within 24 hours of UnitedHealthcare Community Plan learning you are pregnant.

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## Early Periodic Screening, Diagnostic, Treatment (EPSDT).

A child's good health starts out young! Babies should be seen by their doctor at 3–5 days, 1 month, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months and 24 months. Babies and toddlers will be checked to see if they are growing and developing in a healthy way. There may be blood work needed to check for things like lead and anemia. And little ones get their immunizations at many of these visits. All of these things are to help your little one grow up healthy.

School age children should be seen once a year by the doctor to check development, some blood screenings, and other tests. This is also a chance to have school and sports physicals done and keep your child up to date on immunizations. These checks should also include vision and dental screenings.



**Best for baby.** If you need any help with getting a doctor for your child, please call UnitedHealthcare at **1-800-414-9025, TTY/PA Relay 711.**



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## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).  
**1-800-414-9025, TTY/PA Relay 711**

**Our website:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-844-222-7341, TTY/PA Relay 711**

**QuitLine:** Get free help quitting smoking (toll-free).  
**[quitnow.net](http://quitnow.net)**  
**1-800-227-2345, TTY/PA Relay 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](http://thehotline.org)**

**Healthy First Steps®:** Get support throughout your pregnancy (toll-free).  
**1-800-599-5985, TTY/PA Relay 711**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[KidsHealth.org](http://KidsHealth.org)**

**Want to receive information electronically?**  
Call Member Services and give us your email address (toll-free).  
**1-800-414-9025, TTY/PA Relay 711**

**Special Needs Unit:** Get support for ongoing physical, developmental, emotional or behavioral conditions.  
**1-877-844-8844, TTY/PA Relay 711**



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# Protecting sexual health.

Couples should always feel safe talking about sex. People in a relationship should feel safe asking their partner to use condoms. Using condoms is the best way to prevent a Sexually Transmitted Infection (STI). If a partner refuses to use condoms, they are at risk for spreading an STI. If an STI is not treated, it can cause serious health problems.

1 in 5 women being abused by a partner report that they were forced to have a baby. Some said their partner hid their birth control pills, or poked holes in condoms. Others said their partner said things to make them feel scared to use birth control. Forcing someone to have a baby is never okay. It is a sign of an unhealthy relationship.

If you are with a partner who wants to have a baby and you don't, there are some forms of birth control that are easy to hide.

- Plan B/Emergency contraception.
- Depo Provera.
- IUD.
- Nexplanon.

Make sure you talk to your doctor about which birth control option is best for you. Remember that none of these will prevent an STI. If you are worried about STIs, talk to your doctor about getting tested. If your partner is making you feel unsafe, or forcing you to have sex before you are ready, use these resources to find help:

- **[pcar.org/help-pa/find-services](http://pcar.org/help-pa/find-services).**
- **[pcadv.org/find-help/find-your-local-domestic-violence-program](http://pcadv.org/find-help/find-your-local-domestic-violence-program).**
- **[loveisrespect.org/for-yourself/contact-us](http://loveisrespect.org/for-yourself/contact-us).**
- **[plannedparenthood.org/get-care/our-services](http://plannedparenthood.org/get-care/our-services).**



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.**