



# Health Talk



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Fall 2021  
¡Voltee para español!

Long Term Care

United  
Healthcare®  
Community Plan

## Get connected

Download the UnitedHealthcare mobile app. It's designed for people on the go. Find it on the App Store or Google Play, or scan here.



## We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines.



**Learn more.** For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

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AMC-063-AZ-ABD

CSAZ21MC4887774\_003



**Healthy mind,  
healthy body**

## Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.



**Find a provider.** We can help you find a mental health or primary care provider who is a good fit for you. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

## Find the support you need

AHCCCS has implemented an enhanced service planning tool and process for ALTCS members effective June 1. This tool and process applies to all ALTCS members. It is called a Person Centered Service Plan and it will help you meet your personal care, medical needs and identify personal goals. At each assessment, your Case Manager will focus on any area identified as a personal goal. This can include: housing, education, hobbies of interest, recreational activities, improving your health, seeking employment or volunteer opportunities.

Person-Centered Service Planning allows Case Managers, members and their family, friends, health care decision makers and caregivers to work together. You will create a service plan driven by you. This process:

- Builds on member's strengths, life preferences, and support needs
- Includes opportunities for meaningful activities. For example, social connections, employment, community activities and volunteering (appropriate to the member)
- Promotes independence and community inclusion

A Person-Centered Service Planning meeting may seem a little different. It may also take longer at first as it will include more discussion and input from you. There will be a discussion prior to the meeting that will help the process once the team convenes. If you have any questions, please contact your UnitedHealthcare Community Plan Case Manager.



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# Benefits of breastfeeding

## Why breastfeeding is good for you and baby

Breastfeeding has many benefits for both mother and baby. According to the World Health Organization (WHO), breast milk isn't likely to spread the COVID-19 virus to babies. Based on current evidence, the benefits outweigh any potential risks of transmission. Breast milk provides protection against many illnesses and is the best source of nutrition for most babies.

### For moms, advantages include:

- Helping you lose pregnancy weight
- Lowering your risk of type 2 diabetes, high blood pressure and heart disease
- Not needing to carry bottles and formula, or sterilize bottles
- Helping heal your body after delivery
- Giving you closeness with your baby
- Saving you money

### For babies, advantages include:

- Breastfeeding has the right amount of fat, sugar, water, protein and minerals needed for a baby's growth and development.

- Breastmilk is easier to digest than formula, and breastfed babies have less gas, fewer feeding problems and less constipation.
- Breastmilk contains antibodies that protect infants from certain illnesses, such as ear infections, diarrhea, respiratory illnesses and allergies.
- Breastfed infants have a lower risk of sudden infant death syndrome.

If you would like to learn more or have questions about breastfeeding, resources are available.



**Talk with your doctor.** Get answers to your breastfeeding questions 24 hours a day by calling the Arizona Department of Health Services' 24-Hour Breastfeeding Hotline at **1-800-833-4642**, TTY **711**.



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# Development time

## Why does your baby need 39 weeks?

If your pregnancy is healthy, it's best to stay pregnant for at least 39 weeks. Wait for labor to begin on its own. Babies born too early may have more health problems at birth and later in life than babies born later. Being pregnant 39 weeks gives your baby's body all the time it needs to develop.

Your baby needs 39 weeks in the womb because:

- Important organs, like your baby's brain, lungs and liver, need time to develop. The brain develops fastest at the end of pregnancy.
- Your baby is less likely to have health problems after birth, like breathing, vision and hearing problems.
- Your baby can gain more weight in the womb. Babies born at a healthy weight have an easier time staying warm than babies born too small.
- Your baby can suck and swallow and stay awake long enough to eat after he's born. Babies born early sometimes can't do these things.
- Your baby is less likely to have learning problems and health problems later in life than babies born before 39 weeks.

## Safe sleep

Safe sleep can help protect your baby from sudden infant death syndrome (also called SIDS) and other dangers, like choking and suffocation.

Smoking during pregnancy and/or exposing a baby to passive smoke can increase the baby's risk of SIDS. Breastfeeding can reduce the risk of SIDS. According to the American Academy of Pediatrics, breastfeeding for at least two months could cut the risk of sudden infant death syndrome nearly in half.

Put your baby to sleep on its 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 its 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 anti-roll pillows. They can cause your baby to stop breathing. Keep crib bumpers, loose bedding, pillows, toys and other soft objects out of your baby's crib.



**Pregnant?** UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps®.

Call **1-800-599-5985**, TTY **711**, or visit **uhhealthyfirststeps.com** to see how you can join.

## What is BMI?

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. A good BMI over time can lead to long-term health and a healthy weight as an adult. Make sure your child is getting enough exercise.



# Cyberbullying

## Know the warning signs

Cyberbullying, or online bullying, is becoming more and more common. It is just as serious as in-person bullying. Most often it occurs around a child's use of a device, such as a phone or tablet. Warning signs that your child may be a victim, or bullying another child, include:



- Strong emotional reactions when using a device, such as anger, laughter or upset
- Noticeable increases or decreases in the use of a device
- Hiding a device when a parent is around
- Deleting social network accounts or creating new ones
- Becoming withdrawn or avoiding social situations, especially ones the child used to enjoy

If you see these warning signs, talk to your child about what is happening. It helps to document the harmful posts or content. Most social media platforms allow you to report harmful behavior. Most importantly, give your child support. Peers, mentors or other trusted adults, including mental health professionals, can also provide support.



**Don't wait.** To learn more about recognizing and stopping cyberbullying, visit [stopbullying.gov](https://www.stopbullying.gov).

Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

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 **1-800-293-3740**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.

## Resource corner

**Member Services:** Find a provider, ask benefit questions, request a Member Handbook or get help scheduling an appointment, in any language (toll-free).

**1-800-293-3740, TTY 711**

**Our website:** Find a provider, view your benefits 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).

**1-877-440-0255, TTY 711**

### Arizona Smokers' Helpline

**(ASHLine):** Get help quitting smoking at no cost to you (toll-free).

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

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.

**[liveandworkwell.com](http://liveandworkwell.com)**

### Crisis Lines for Help with Mental or Emotional Crisis Situations:

**1-877-756-4090, TTY 711**

(Northern Arizona)

**1-800-631-1314, TTY 711**

(Central Arizona)

**1-866-495-6735, TTY 711**

(Southern Arizona)

**Office of Individual and Family Affairs (OIFA):** We're here to help. Call Member Services and ask to speak with OIFA.

**1-800-293-3740, TTY 711**

## Know your risk

Breast cancer and cervical cancer are 2 of the most common types of cancer in women. Here are some factors that may put you at an increased risk for getting them.

Breast cancer risk factors	Cervical cancer risk factors
Are age 50 or older	Have been infected with human papillomavirus (HPV)
Started your period before age 12 or started menopause after age 55	Have had other sexually transmitted infections (STIs)
Have a mother, sister or daughter who has had breast cancer	Have a mother, sister or daughter who has had cervical cancer
Are not physically active	Have had many sexual partners
Drink alcohol or smoke	Smoke

It's important for all women to get screened for these cancers as recommended by the Centers for Disease Control and Prevention (CDC). Screenings can help catch them in their early stages, when they are easier to treat.

Breast cancer screening guidelines	Cervical cancer screening guidelines
Mammograms, which are an X-ray of the breast, should be done every 1 to 2 years for women age 50 or older.	Women between the ages of 21 and 29 should get a Pap smear every 3 years, then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal results.



### Make a screening plan.

Talk to your provider about screening for breast cancer and cervical cancer. If you need to find a provider, we can help. Call Member Services toll-free at the phone number listed in the resource corner to the left. Or visit **[myuhc.com/communityplan](http://myuhc.com/communityplan)**.





Contract services are funded under contract with the State of Arizona. 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](mailto: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 **1-800-293-3740**, 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 **1-800-293-3740**, 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 **1-800-293-3740**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.