



# Health Talk

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Fall 2021  
¡Voltee para español!

Developmental Disabilities

United  
Healthcare®  
Community Plan

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**, 8 a.m. – 5 p.m., Monday – Friday.

## 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).

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

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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).

# Cyberbullying

## Know the warning signs

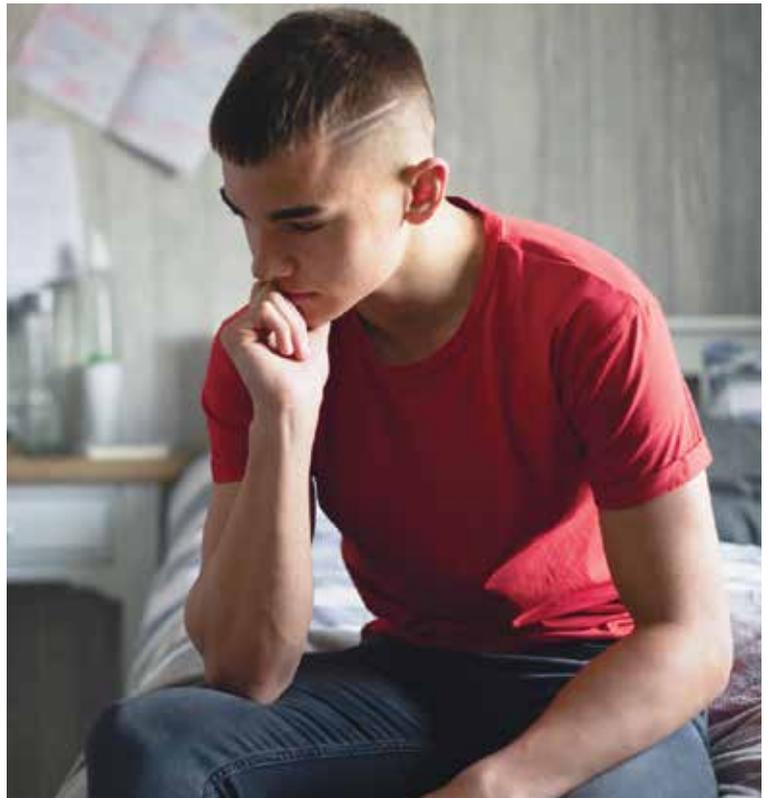
Cyberbullying is becoming more and more common. Most often it occurs around a child's use of an online device. Warning signs that your child may be a victim, or bullying another child, include:

- 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

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://stopbullying.gov).



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# Stay well

## Catch up on adolescent well visits and vaccines

Due to COVID-19, many children are behind on their well visits and vaccines. If your child missed their back-to-school checkup this year, it is not too late to make it up.

Well visits or EPSDT visits are no cost. They are needed all throughout childhood – from birth up to age 21. These visits may include:

- A physical exam with oral health screening
- Vaccines
- Sight and hearing tests
- Discussion of physical activity, nutrition and behavioral health issues
- Developmental screenings for speech, feeding and physical activity
- Questions about your child’s health and health history
- Lab tests, such as urine and blood tests

During the well visit, ask your child’s provider if your child is up to date with their vaccines. Staying on schedule with vaccinations protects your child as well as others from getting sick. If your child missed any of their vaccines this year, it’s not too late to make them up.

# Treating ADHD

## There is no one-size-fits-all approach

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention in school or controlling their behavior. They also may be overly active. If your child has ADHD, their provider may suggest behavioral therapy. They may also suggest medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. That’s why it’s important for children who take ADHD medicine to see their providers often for follow-up care.



**Get checked.** Call your child’s provider to make an appointment for a well visit. To find a new provider, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

Or call Member Services toll-free at the phone number listed in the resource corner on page 6 of this newsletter.





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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.



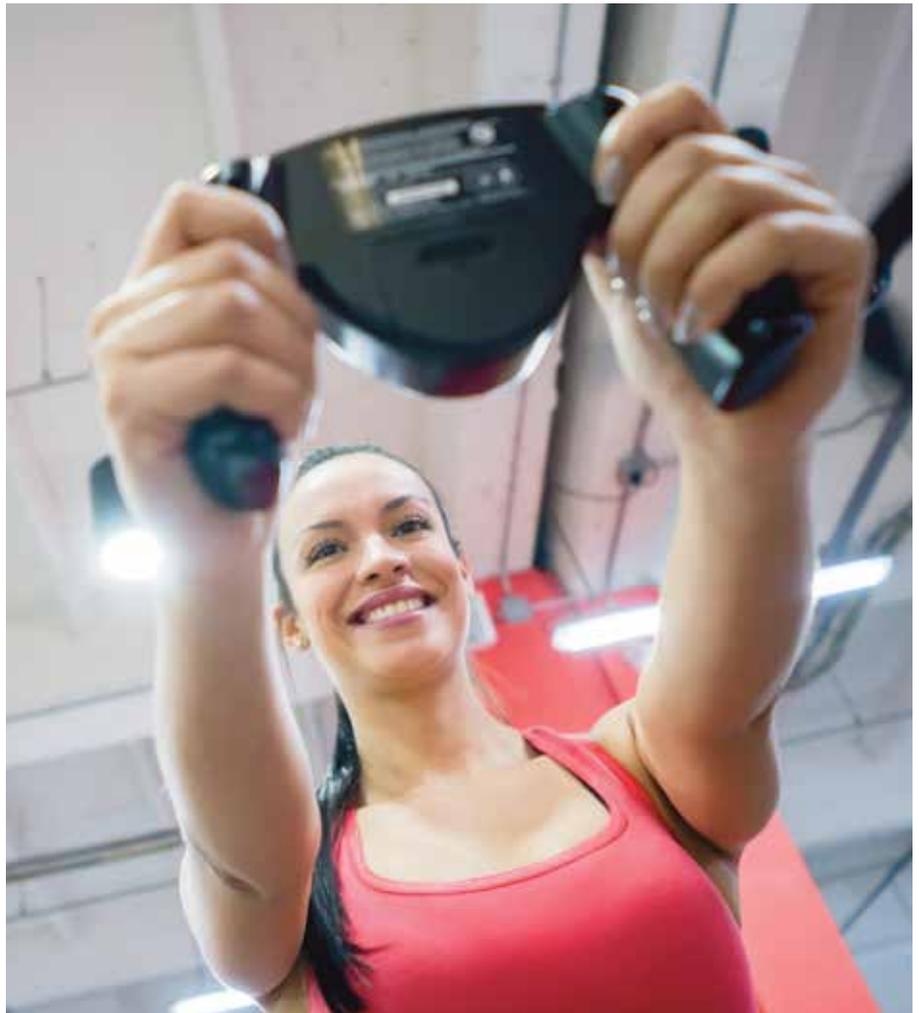
**Pregnant?** UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps®.

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

# What is BMI?

## Ask your provider

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. 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.



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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.

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.

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## Resource corner

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

**1-800-348-4058, 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**

**Healthy First Steps®:** Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711**

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

**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.

**1-800-348-4058, TTY 711**

## Benefits of breastfeeding

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.



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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.**



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**

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**, 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

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Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.