



Health Talk



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Spring 2021

United
Healthcare®
Community Plan

Long Term 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 **1-800-293-3740**, TTY **711**.

Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 1. Think about what you want to get out of the visit before you go.** 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.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

Know your choices

Primary care, urgent care or emergency room?

When you are sick or hurt, you may not want to wait to get medical care. Choosing the right place to go will help you get treatment faster.

When can your provider treat you?

For most illnesses and injuries, your provider's office should be the first place you call. You might get an appointment for later that day or be given advice on how to take care of yourself at home. Your doctor could call in a prescription to your pharmacy. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.



When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right now. If you go for a minor problem, you may have to wait for a long time. Hospitals face challenges during flu season and with the pandemic. Help yourself and our health care providers by choosing the best option. It is important not to wait for serious illness, but to choose the right place to get help.



The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them.

Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number on

the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

Voluntary programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our programs to help manage your health. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered as covered benefits. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network providers and the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at the phone number on the back of your member ID card.

Know your drug benefits

Visit myuhc.com/CommunityPlan to learn about your prescription drug benefits. There is information about:

- **What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- **Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- **Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- **Any costs to you.** You may have copayments for prescriptions.
- **Medication Assisted Treatment (MAT).** If you are receiving MAT for a Substance Use Disorder (SUD) from your PCP, your PCP must refer you to a behavioral health provider for the psychological and/or behavioral therapy component as well as coordinate care with the behavioral health provider.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at the phone number on the back of your member ID card.

Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.



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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your primary care provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

Teens have different health care needs than children. It may be time for your teen to switch to a provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school or residency (information available by phone only)



Choose your provider. To find a new provider, visit myuhc.com/CommunityPlan. Or, call Member Services toll-free at the phone number on the back of your member ID card.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities
- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to ask for an interpreter or get other help with language or translation
- How to report fraud and abuse



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. Or to request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



You can do it. Don't give up on quitting smoking.

Make an appointment to talk to your provider today. Or, call the Arizona Smoker's Helpline ([ashline.org](https://www.ashline.org)) at **1-800-55-66-222**, TTY **711**.

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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
- 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**. Contact the WIC breastfeeding Support Line at **1-800-994-9662**, TTY **711**.



Brush up!

A healthy mouth is more than just a sparkling smile. It's also important for your health. Tooth decay (cavities) in children can lead to problems with eating, speaking and learning. Children in Arizona have an average of 5 teeth with cavities. 1 in 3 of those children have cavities that still need to be treated.

Creating good dental habits early will help to keep your child's teeth and gums strong and healthy. Visiting the dentist every 6 months and brushing twice a day is a great place to start. When your child's teeth first appear, brush them with a soft toothbrush. Flossing is needed for any teeth that touch each other. Young children need help getting their teeth clean. Parents/caregivers should help brush and floss a child's teeth until they are at least 7 or 8 years old.

Your child's provider may recommend fluoride varnish. Fluoride helps make teeth stronger. It can make them less likely to get cavities. Fluoride varnish can be applied to your child's teeth as early as 6 months. Your provider can apply the fluoride twice a year until your child is 2 years old. This is in addition to the fluoride treatment your child can get from their dentist.



Find your dental home. We connect all our members under the age of 21 to a dental home. If you do not know who your dental home is or need help changing your dental home, please call Member Services at **1-800-293-3740**, TTY **711**, and we can help.



Time to immunize?

Getting the vaccines you need — at the right time — is important. Immunizations help protect against preventable diseases. Call your child's primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Stay safe

Pregnant women face increased risks from COVID-19

According to the CDC, based on what we know at this time, pregnant people are at an increased risk for severe illness from COVID-19 compared to non-pregnant people. Additionally, pregnant people with COVID-19 might be at increased risk for other adverse outcomes, such as preterm birth.

If you are pregnant:

- Don't skip your healthcare appointments during and after pregnancy. If you're concerned about going to your appointments because of COVID-19, ask your healthcare provider what steps they're taking to separate healthy patients from those who may be sick. They may offer appointments over the phone or video.
- Get recommended vaccines. Getting the recommended vaccines during pregnancy can help protect you and your baby. Talk to your doctor about getting both the flu vaccine and whooping cough (Tdap) vaccines during your pregnancy. Both can affect breathing and have similar symptoms to COVID-19.

Call your healthcare provider if you have any health concerns. If you think you have COVID-19 (call within 24 hours).



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

Keeping your child healthy

Well child visits are important at all ages

Well child visits to your pediatrician are important. They are needed all through childhood, from babies through teenagers. They are also called EPSDT (Early and Periodic Screening, Diagnostic and Treatment) screenings.

Call your child's doctor to make an appointment for a well child visit. Your child's PCP can also help if your child becomes ill. Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit.

Well child visits may include:

- A physical examination
- Shots or immunizations
- Checking for and help for high blood lead levels (these can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness, abdominal pain)
- Sight and hearing tests
- Behavioral health assessments
- Talking about physical activity and nutrition and how to prevent and treat childhood problems from being overweight
- Developmental screenings for speech, feeding, and physical activity (for children who are delayed, PCP can offer therapies for development of each of these skills)
- Dental care, including fluoride polish and sealants
- 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
- Birth control (family planning is no cost)
- Making good choices and healthy behaviors
- Diet and weight
- Stopping sexually transmitted diseases (STDs) and testing for them, which is no cost
- Dangers of smoking, alcohol and other drugs
- Stopping injury and suicide attempts, bullying, violence and risky sexual behavior

Children should have checkups at:

- Birth/newborn
- 3-5 Days Old
- 1 Month Old
- 2 Months Old
- 4 Months Old
- 6 Months Old
- 9 Months Old
- 12 Months Old
- 15 Months Old
- 18 Months Old
- 24 Months Old
- 3 Years Old and every year after through age 20



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Resource corner

Member Services: Find a doctor, request a provider directory, request a member handbook, ask benefit questions 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

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

Live and Work Well: Find mental health and substance use resources.
LiveandWorkWell.com

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC): WIC is a nutrition program that provides additional nutritious food and helps families learn about staying healthy.
1-800-252-5942, TTY 711

Crisis Lines for Help with Mental or Emotional Crisis Situations:
1-877-756-4090
(Northern Arizona)
1-800-631-1314
(Central Arizona)
1-866-495-6735
(Southern Arizona)



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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Wear a mask to protect yourself and others
- Avoid crowds and try to stay away from people who might be sick (the more people you are in contact with, the more likely you are to be exposed to COVID-19)
- Hand-washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Clean and disinfect surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash and wash your hands
- Get vaccinated when you are eligible



Stay informed. For up-to-date COVID-19 vaccine locations and resources please visit **UHCCommunityPlan.com/AZ**. For information on COVID-19 prevention, coverage, care and support please visit **UHCCommunityPlan.com/covid-19**.



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 **1-800-293-3740**, 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.