



Health Talk



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Summer 2021

**United
Healthcare®**
Community Plan

LONG TERM CARE

Did you know?

Due to the COVID-19 pandemic, the Olympic Games were postponed for the first time ever. The 2020 Summer Olympic Games are being played in Tokyo this year in late July and early August.



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The COVID-19 vaccine

You may be wondering if it is safe to get the COVID-19 vaccine. The U.S. vaccine safety system puts all vaccines through a strict process to make sure they are safe. They are proven to be safe and effective for most people ages 12 and older. Most COVID-19 vaccines require 2 doses.

Get vaccinated when you are eligible. If you have questions about when you are eligible, contact your state health department. We know the vaccine supply may be limited. When the vaccine is available, it is important for everyone who is eligible to get it. This will help reduce the spread of COVID-19.



It's your best shot. Visit UHCommunityPlan.com/covid-19/vaccine for the latest information about the COVID-19 vaccine.

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You're in control

5 tips for a healthier heart

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. Maintain a healthy weight.** A body mass index (BMI) between 18.5 and 24.9 is a healthy weight for adults. You can find out how to figure out your BMI at [cdc.gov/BMI](https://www.cdc.gov/BMI).
- 2. Get moving.** Aim for 30 minutes of moderate-intensity activity 5 days a week.
- 3. Eat well.** Add more fruits, vegetables, whole grains, low-fat dairy and lean proteins to your meals. Reduce saturated fat and added sugars. Limit processed and fast food.
- 4. Limit alcohol.** One drink a day for women or 2 for men is a moderate amount.
- 5. Take your medicine.** If your provider prescribes blood pressure medicine, take it as directed. Use notes, alarms or smartphone apps to help you remember.



Get checked. A healthy blood pressure is 120/80 or lower. Ask your provider if you should have your blood pressure checked at your next visit.



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Healthy mind, healthy body

It's OK to ask for help

Increased stress can lead people to use alcohol and drugs more often. If you or someone you care about is struggling with substance use, help is available.

Getting treatment for substance use can result in a better life. Here are some tips to start recovery:

- **Contact your primary care provider.** They can help you come up with a plan for treatment.
- **Find the right treatment.** Many kinds of help are available. This includes counseling, peer support and medication-assisted treatment (MAT). MAT uses medications along with counseling and behavioral therapies.
- **Get help from family, friends and your community.** Don't try to get better by yourself. Having people you can turn to for support can help.
- **Add a support group.** Talking with others who have "been there" can be helpful. There are many types of online and in-person groups.



Here to help. Contact the behavioral health hotline at **1-800-435-7486**, TTY **711**. They can help you find treatment.

Prevention is the best medicine

Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you healthy. Preventive care includes routine well exams, screenings and vaccines to keep you from getting sick or developing other health problems. All adults should see their primary care provider once a year for an annual well visit.

At your annual well visit, ask about screenings and vaccines. Screenings help catch common illnesses and conditions early, when they are easier to take care of. Vaccines protect you from serious diseases that may require time in the hospital. See the article on page 5 for more information about vaccines for adults.

Breast cancer screening

Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

Cervical cancer screening

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 Pap results.

Colorectal cancer screening

Colorectal cancer screening is recommended beginning at the age of 45. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests. Talk to your provider about the best option for you.

Lung cancer screening

Adults who are between the ages of 55 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).



Time for a checkup? Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.





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Virtual visits for behavioral health

You can meet with a behavioral health doctor or counselor online, through private and secure video chat. We call the online visit a virtual visit. Use secure video chat to connect with your doctor or counselor in real time through the Internet, at no additional cost to you. Through a virtual visit you can get help to review how you feel, discuss problems, or to get medicine, when appropriate. Virtual visits use secure, HIPAA-compliant technology, and visits can be done from the privacy of your own home. You can enjoy less wait time to get a visit with a network of 200+ doctors and counselors in Arizona.



Take the first step.

Log on to
LiveAndWorkWell.com

with your access code. Under Quick Links, select “Find a Provider.” Click “Telemental Health” to find a provider licensed in Arizona.

Understanding prior authorization

Prior Authorization is a review of a requested health service conducted by a clinical professional to ensure that the service requested is medically necessary by meeting standardized medical criteria as well as meeting regulations as set by Arizona Health Care Cost Containment System (AHCCCS). Most services at participating providers through UnitedHealthcare do not require prior authorization, however there are certain services which do require authorization before the service is given. Your primary care physician and or your current service provider can help you understand if the service they are requesting requires prior authorization. If you need additional information contact UnitedHealthcare Community Plan Member Services at **1-800-293-3740**, TTY **711**.

AHCCCS defines requests into two buckets for prior authorization, expedited and standard requests:

An **expedited request*** is defined as an authorization requested for a service that, if the standard time frame was followed for issuing an authorization decision, it could seriously jeopardize the member’s life, health, or ability to attain, maintain or regain maximum function. Expedited requests meeting these requirements are completed in a 72-hour expedited time frame.

A **standard request*** is defined as a request for a service that does not meet the definition of an expedited service authorization request. Standard requests meeting these requirements are completed in a 14 calendar days time frame from the date the request for service was received.

Extension to the time frame of 14 calendar days may occur when you, your Health Care Decision Maker or your provider (with legal consent of you or your Health Care Decision Maker), requests an extension, or when a prior authorization clinical professional justifies the need for additional information which is found to be in your best interest.

Authorization decisions are made faster and more accurately when we have all the information necessary from your provider.

*non-medication requests

UnitedHealthcare corner

UnitedHealthcare Community Plan offers the following at no cost:

- Wide choice of doctors and hospitals
- Unlimited rides to and from the doctor and pharmacy
- 24/7 NurseLine
- Personal care managers
- Flu shots and other vaccines
- Language assistance
- UnitedHealthcare app for your mobile device
- Behavioral health services
- Dental care
- Vision care
- Prescription coverage
- Pregnant mothers earn great incentives from our Healthy First Steps® rewards program

To find out more about these and other programs, contact UnitedHealthcare Community Plan at **1-800-293-3740**, TTY **711**. Or visit us online at **[UHCCommunityPlan.com/AZ](https://www.uhc.com/CommunityPlan/AZ)**. Benefits for adult dental care and vision care are limited.



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Vaccines save lives

Vaccines are one of the best ways you can protect yourself from serious diseases that may require time in the hospital. Vaccines are not just for children. Protection from some childhood vaccines can wear off over time. Adults may also be at risk for vaccine-preventable diseases due to their age, job, lifestyle, travel or health conditions.

Influenza (flu) vaccine

All adults should get an annual flu shot. The flu vaccine changes every year. It is available in the fall and winter months. With COVID-19 in the picture, it's especially

important to get a flu shot. We don't want hospitals to become overwhelmed with too many sick patients.

Tetanus, diphtheria, pertussis (Tdap) vaccine

Adults who never received the Tdap vaccine should get a dose of Tdap. Adults who have received a Tdap shot should get a booster dose every 10 years. Booster doses can be either Tdap or Td (a different vaccine that protects against tetanus and diphtheria but not pertussis).

Pneumococcal disease vaccine

Pneumococcal vaccines, which protect against infections in the lungs and bloodstream, are recommended for all adults over 65 years old. They are also recommended for adults younger than 65 who have certain chronic health conditions.

Shingles (herpes zoster) vaccine

The zoster vaccine, which protects against shingles, is recommended for adults age 50 or older.



App help

On-demand help with stress, anxiety and depression

Sanvello is an app that offers clinical solutions to help dial down the symptoms of stress, anxiety and depression—anytime. Connect with powerful tools that are there for you when symptoms come up. Stay engaged for each day for benefits you can feel. Escape to Sanvello whenever you

need to, track your progress and stay until you feel better.

The Sanvello app is available to you at no extra cost as part of your plan’s behavioral health benefits. You can upgrade to premium for free by following these steps:

1. Download the app at **sanvello.com** and open it.
2. Create an account and choose “upgrade through insurance.”
3. Search for and select UnitedHealthcare, then enter the information available on your UnitedHealthcare medical insurance card.



Download today. More information is available at **sanvello.com**. Email **info@sanvello.com** with any questions.

You’re not alone

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you’re worried about your own substance use, you may feel helpless. You’re not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use disorder is not a sign of weakness. It’s not about being a bad person. It’s a treatable disease. And we’re here to help.

Medication Assisted Treatment (MAT) combines the use of medication as well as services such as counseling. This provides a thorough approach to the treatment of substance use disorders. MAT has been shown to reduce physical cravings, as well as take care of behaviors that may lead to relapse.



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Call us. We care. The Substance Use Disorder Helpline (**1-855-780-5955**, TTY **711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Get support. Call the Substance Use Disorder Helpline at **1-855-780-5955**, TTY **711**, 24 hours a day.

Wellness for women

Take advantage of women's preventive health services

UnitedHealthcare Community Plan provides women's preventive healthcare services for you every year. There is no copayment or other charge for this.

UnitedHealthcare Community Plan will provide you with transportation if needed for this medically necessary visit. We can help you schedule an appointment with your gynecologist or primary care provider (PCP) for this important yearly exam. No referral from your PCP is required to see a gynecologist in our network. We can help you choose a gynecologist or PCP.

The covered services in the well-woman preventive care visit include:

- Clinical breast exam
- Family planning counseling
- Immunization for HPV (human papillomavirus, a sexually transmitted infection recommended between 11-26 years of age)
- Mammogram to screen for breast cancer
- Preconception counseling to detect and reduce risk factors before getting pregnant
- Physical examination



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Other services include labs and depending on your age, screening for colon cancer and diabetes. Dental, hearing and eye exams, and screening for cervical cancer, osteoporosis and cholesterol may be done by your doctor as needed.

This well woman visit is fully covered and recommended to be done every year. Preventive care keeps you well by checking for early signs of any health issues to find and treat them early. Your PCP will check that you are up to date for immunizations, and counsel you for proper nutrition and physical activity, a healthy weight, tobacco and substance abuse issues, depression, interpersonal and domestic violence screening, and STDs (sexually transmitted diseases). The doctor can then refer you if needed for further evaluation, diagnosis or treatment.



Stay well. Call Member Services at **1-800-293-3740**, TTY **711**, for more information.

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.



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Get relief

Tips for managing allergies and asthma in the summer heat

At certain times of year, the outdoor air is filled with pollen and mold spores. For people with allergies, this can mean a stuffy nose, lots of sneezing and itchy/watery eyes. What's more, all of these airborne allergens can make asthma symptoms worse, too.



During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

- **Watch the weather.** Dry, warm and windy days tend to be high-pollen times. When possible, save outdoor activities for cool, damp days.
- **Exercise indoors.** By working out indoors, you can stay away from pollen and outdoor molds.
- **Get help with yardwork.** If you must work outdoors, wear a mask to help keep pollen out of your nose and mouth.
- **Keep windows closed.** Use air-conditioning in your home and car, if possible.
- **After spending time outdoors, shower and change your clothes.** This keeps pollen off your furniture and bedding.

Resource corner

Member Services: Find a provider, 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

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



Take action. It's important to create an asthma action plan with your primary care provider. Ask whether your plan should be adjusted for the summer allergy season.

Summer self-care

For many people, taking care of family and friends is part of daily life. But it's important to make time to take care of yourself, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO. Save the card to practice self-care year-round.

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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**.

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