



# Health Talk



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Summer 2021



CoverKids

## Find Dr. Health E. Hound®

Count how many places he appears in the newsletter. You can find the answer at the bottom of page 6.



## Healthy baby

### Earn rewards during your pregnancy

The earlier you start your prenatal care, or care you receive while pregnant, the better. Regular prenatal care can help keep you and your baby healthy.

By attending your prenatal appointments, you can earn rewards through our Healthy First Steps® program. Rewards are also given for attending postpartum visits after you give birth and for attending your baby's well-child visits during the first 15 months.



**Take the next step.** Sign up for Healthy First Steps today to start earning rewards for having a healthy pregnancy. Visit [UHCHealthyFirstSteps.com](https://UHCHealthyFirstSteps.com) to register. Or call **1-800-599-5985, TTY 711**, for more information.

UnitedHealthcare Community Plan  
P.O. Box 219359  
Kansas City, MO 64121-9359

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## Teens and substance use

Substance use is common among teens. According to the Centers for Disease Control and Prevention, about  $\frac{2}{3}$  of 12th grade students have tried alcohol, and more than half of high schoolers have tried marijuana.

Using substances as a teenager has been shown to affect brain development. It is also linked to risky behaviors, such as unprotected sex and dangerous driving. And it can cause problems for the teenager later in life. It increases the chance of heart disease, high blood pressure and sleep disorders.

Having a discussion with your teenager about using substances may be difficult, but it can help. Show interest in their hobbies and plan to spend quality time with your teen. This can help you bring up the subject in a natural way. Try not to use harsh or judgmental words during the discussion.



**Get guidance.** For more information about substance and alcohol use, visit [LiveandWorkWell.com](http://LiveandWorkWell.com).

# Ask Dr. Health E. Hound<sup>®</sup>

## Q: How much screen time is too much?

**A:** Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time — except for video chatting with relatives. Instead of screens, simple puzzles, picture books, and arts and crafts can keep toddlers busy in a healthier way.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time this summer:

- Set up rules
- Create time limits
- Keep TVs, tablets and computers out of your child's room
- Set an example by staying active with physical and outdoor activities



Dr. Health E. Hound<sup>®</sup> is a registered trademark of UnitedHealth Group

# Prevention is the best medicine

## Regular appointments and screenings can help take charge of your child's health

Preventive care is important. It helps keep your child healthy. Preventive care includes routine well exams, screenings and vaccines to keep your child from getting sick or developing other health problems.

### Well-child visits

It's important to have well-child visits with your child's primary care provider on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits.

Your child should have well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- Annually after 3 years

These visits help make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they need
- Talk to your child about important health and safety topics for their age
- Make sure your child is developing well

### Screenings

Screenings can help catch common illnesses and conditions early. When problems are caught early, they are easier to take care of.

- **Lead screening.** If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.
- **Developmental and behavioral screenings.** These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old — or anytime you have a concern.



**Time for a checkup?** Call your child's primary care provider today to find out if they are up to date with all recommended screenings and vaccines. Make an appointment if your child is due for a visit.



## Vaccines save lives

Vaccines are one of the best ways you can protect your child from serious diseases that may require time in the hospital. Everyone aged 6 months and older should get a flu shot each year. See the chart below for more childhood vaccine recommendations from the Centers for Disease Control and Prevention.



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Vaccines for kids (in order of when the first dose should be received)	Shots for babies (birth–18 months)	Booster shots for young children (4–6 years)	Shots for preteens (11–12 years)
Hepatitis B (HepB)	X X X		
Rotavirus (RV)	X X X		
Diphtheria, tetanus, pertussis (DTaP)	X X X X	X	X
Haemophilus influenzae type b (Hib)	X X X X		
Pneumococcal disease (PCV13)	X X X X		
Polio (IPV)	X X X	X	
Influenza (flu)	yearly	yearly	yearly
Measles, mumps, rubella (MMR)	X	X	
Chickenpox (varicella)	X	X	
Hepatitis A (HepA)	X		
Human papillomavirus (HPV)			X X
Meningococcal disease			X

Talk to your child’s provider about which vaccines your child needs. If your child has fallen behind schedule with their vaccines, it is not too late to make up the ones they missed. Staying on schedule with vaccines protects your child as well as others from getting sick.

## Here comes the sun

### Protect your skin while you’re out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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# Know where to get care

## Primary care, virtual visits, urgent care or emergency room?

When your child is sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help your child get the treatment they need faster.

### When can your child's primary care provider take care of them?

For most illnesses and injuries, your child's primary care provider's office should be the first place you call. They can treat:

- Allergies
- Chronic conditions
- Earache
- Fever
- Sore throat

Your child's primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. Your child should also see their provider for well-child visits and any vaccines they need.

### When can you use virtual visits?

Ask your child's provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations.

Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

### When should you go to urgent care?

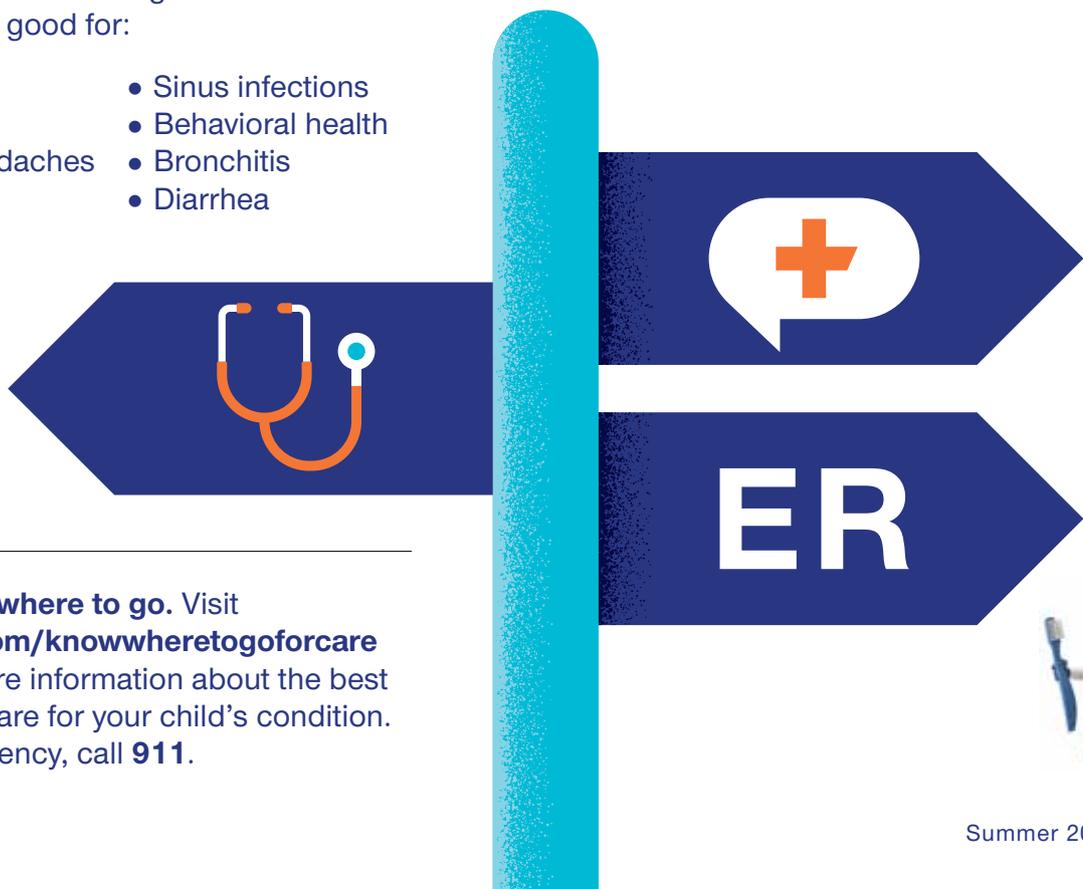
If your child cannot get in to see their provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

### When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



**Know where to go.** Visit [uhc.com/knowwheretogoforcare](https://uhc.com/knowwheretogoforcare) for more information about the best place to seek care for your child's condition. In a true emergency, call **911**.





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## Summer self-care

Self-care isn't just for adults. It can help improve your child's physical, mental and emotional health, too. Visit [healthtalkselfcare.myuhc.com](https://healthtalkselfcare.myuhc.com) to download a self-care BINGO card. Have your child do a different self-care activity each day until they score BINGO. Save the card to practice self-care year-round.

## Resource corner

### UnitedHealthcare Resources

#### Member Services

**1-866-600-4985, TTY 711**

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

#### NurseLine

**1-866-600-4985, TTY 711**

NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

#### Healthy First Steps®

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

**UHCHealthyFirstSteps.com**

Get support throughout your pregnancy (toll-free).

### TennCare Resources

#### DentaQuest

**1-855-418-1622**

**DentaQuest.com**

DentaQuest provides dental care for members under age 21.

#### Civil Rights Compliance

**[tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://tn.gov/tenncare/members-applicants/civil-rights-compliance.html)**

Report potential discrimination.

#### TennCare

**1-800-342-3145, TTY 1-877-779-3103**

Learn more about TennCare.

### TennCare Advocacy Program

**1-800-758-1638, TTY 1-877-779-3103**

Free advocacy for TennCare members to help you understand your plan and get treatment.

### TennCare Connect

**1-855-259-0701**

Get help with TennCare or report changes.

### Tennessee Statewide

**24/7 Crisis Line**

**1-855-CRISIS-1 (1-855-274-7471)**

Get immediate help for behavioral health emergencies.

There are 4 pictures of Dr. Health E. Hound® in this newsletter.

**Do you need free help with this letter?**

If you speak a language other than English, help in your language is available for free. This page tells you how to help in a language other than English. It also tells you about other help that's available.

**Spanish: Español**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-600-4985, TTY: 711.

**Kurdish: كوردی**

گاداری: ئەگەر بە زمانی کوردی قسه دهکەیت، خزمەتگوزاریهکانی یارمەتی زمان، بەخۆراییی بۆ تۆ بەر دەستە. پەیوەندی بکە بە 1-866-600-4985 (TTY 711).

**Arabic: العربية**

ملحوظة: إذا كنت تتحدث اذکر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-600-4985 الهاتف النصي 711.

**Chinese**

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1-866-600-4985, TTY: 711

**Vietnamese: Tiếng Việt**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-600-4985, TTY: 711.

**Korean: 한국어**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-600-4985, TTY: 711번으로 전화해 주십시오

**French: Français**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-600-4985 (TTY 711).

**Amharic: አማርኛ**

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ። 1-866-600-4985, TTY: (711)።

**Gujarati: ગુજરાતી**

ધ્યાન આપશો: જો તમે અંગ્રેજી ના બોલતા છો તો, ભાષા સહાયતા સેવાઓ, મફતમાં, તમને ઉપલબ્ધ રહે છે. કૉલ કરો 1-866-600-4985 નંબર પર, TTY: 711.

**Laotian: ພາສາລາວ**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ 1-866-600-4985, TTY: 711

**German: Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfedienstleistungen zur Verfügung. Rufnummer: 1-866-600-4985, TTY: 711.

**Tagalog: Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-600-4985, TTY: 711.

**Hindi: हिंदी**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-600-4985, TTY: 711 पर कॉल करें।

**Serbo-Croatian: Srpsko-hrvatski**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-600-4985, TTY: 711.

<b>Russian:</b>	<b>Русский</b> ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-600-4985, ТТУ: 711
<b>Nepali:</b>	<b>नेपाली</b> ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोलुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छैन। 1-866-600-4985 (TTY 711) मा फोन गर्नुहोस्।
<b>Persian:</b>	توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با 1-866-600-4985 تماس بگیرید، TTY: 711

- Do you need help talking with us or reading what we send you?
- Do you have a disability and need help getting care or taking part in one of our programs or services?
- Or do you have more questions about your health care?

Call us for free at **1-866-600-4985**. We can connect you with the free help or service you need (for TTY call: **711**).

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone.

Here are three places where you can file a complaint:

<p><b>TennCare Office of Civil Rights Compliance</b></p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: <b>HCFA.Fairtreatment@tn.gov</b></p> <p>Phone: <b>855-857-1673</b> TRS: <b>711</b></p> <p>You can get a complaint form online at:</p> <p><b><a href="https://www.tn.gov/content/dam/tn/tenncare/documents/complaint_form.pdf">https://www.tn.gov/content/dam/tn/tenncare/documents/complaint_form.pdf</a></b></p>	<p><b>UnitedHealthcare Community Plan</b></p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: <b>1-866-600-4985</b> TTY: <b>711</b></p> <p>You can get a complaint form online at:</p> <p><b><a href="http://www.tn.gov/hcfa/article/civil-rights-compliance">http://www.tn.gov/hcfa/article/civil-rights-compliance</a></b></p>	<p><b>U.S. Department of Health &amp; Human Services</b></p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: <b>800-368-1019</b> TDD: <b>800-537-7697</b></p> <p>You can get a complaint form online at:</p> <p><b><a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a></b></p> <p>Or you can file a complaint online at:</p> <p><b><a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a></b></p>
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