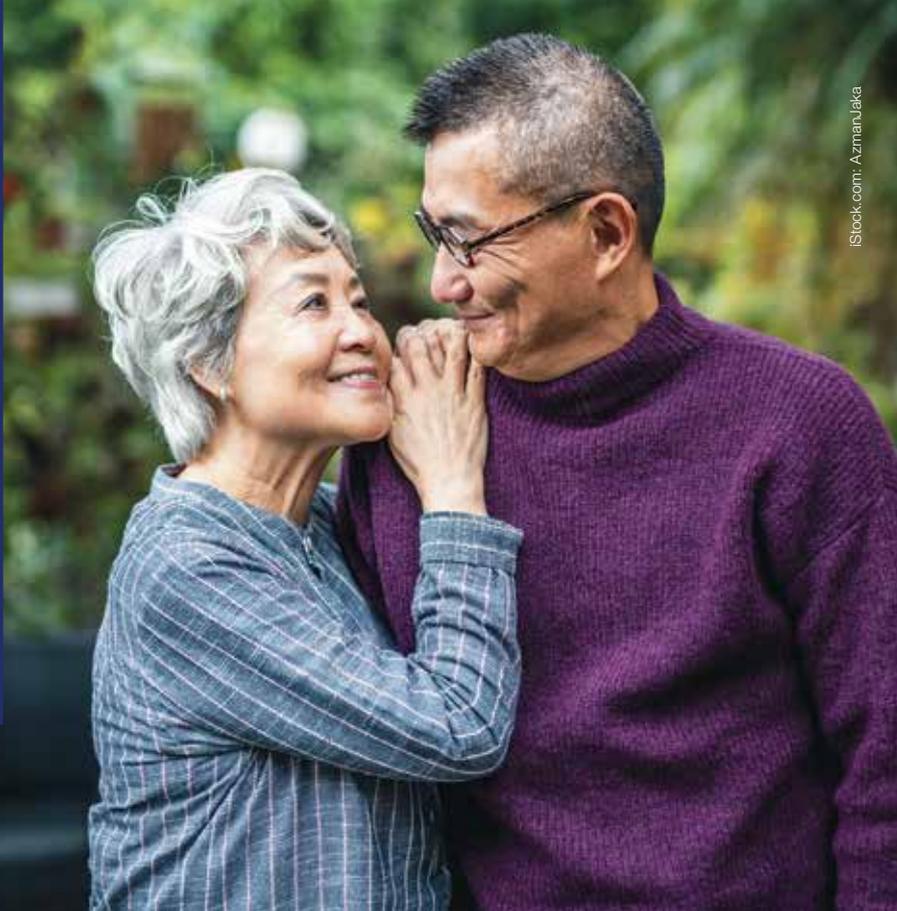




# Health Talk



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Winter 2021

Long Term Care

United  
Healthcare®  
Community Plan

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.**

## Cultural support

### We are here to help

We want members of all cultures and languages to get the care they need. Let your providers know what makes you the most comfortable. Tell them if you have any special cultural needs. Your doctor's office can help you with coordination. You may need to receive care in a language other than English. You may also have specific cultural needs that relate to your care. If you communicate these needs to us, we can help you receive the best care.



**Get help.** Need to receive information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-800-293-3740, TTY 711.** Interpreters are available. This includes American Sign Language.



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# Listen to your heart

## Some heart attack symptoms differ for men and women

Although heart disease is often thought of as a man's problem, that is not the case. The leading cause of death for both men and women in the U.S. is heart disease. Heart attack is often the reason.

It's important to know the signs and symptoms of heart attack and how they differ for men and women. Common signs and symptoms include:

- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Stomach pain
- Back pain
- Pain that spreads to neck
- Chest pain
- Shortness of breath
- Pain that spreads to shoulder
- Pain that spreads to arms
- Excessive sweating

- Common symptoms for women
- Common symptoms for men

Heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 70. For men, it is age 66.



**Heart smart.** Having a healthy lifestyle can help you manage heart disease. Talk to your provider about changes you can make to reduce your risk of heart attack.

# Know your flu risk

Flu season is in full swing. If you have not gotten your flu shot yet this season, it's not too late to get one. The flu shot is your best protection against the illness.

Most people who get the flu do not need medical care. But adults over age 65 and people with certain medical conditions have a higher risk for flu complications. If you are in a high-risk group and develop flu symptoms, contact your provider right away.

Common flu symptoms include:

- Fever
- Cough
- Sore throat
- Stuffy nose
- Headaches and body aches
- Feeling tired

It is more important than ever to get a flu shot this winter. Please see your health care provider, or go to an in-network pharmacy, to get your flu shot. When your Medicaid vaccination claim is processed, a \$10 Walmart gift card will be mailed to the address you have on file with AHCCCS. For more information, contact Member Services at **1-800-293-3740**, TTY **711**.

## Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety. But remember you are not alone. Support is available and 100% covered under your plan.

If you don't feel comfortable seeing someone in-person, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to search for providers who offer telehealth options. Here are 2 tips that can help you deal with stress and anxiety:

- **Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.
- **Focus on your body.** Anxiety doesn't just affect your mind. It also puts stress on your body. Making healthy choices can help you feel better. Eat well-balanced meals with plenty of whole grains and vegetables. Exercise regularly. The Centers for Disease Control and Prevention recommends about 20 minutes a day of moderate intensity activity for adults. They also suggest doing activities that strengthen muscles at least 2 days a week.



**Get support.** Find mental health resources at [LiveandWorkWell.com](https://LiveandWorkWell.com). To find telehealth options, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

# Medicare Part D

## Drug plan coverage rules

Medicare drug plans may have coverage rules. These can include:

- **Prior authorization:** You and/or your prescriber must contact the drug plan before you can fill certain prescriptions. Your prescriber may need to show that the drug is medically necessary for the plan to cover it.
- **Quantity limits:** Limits on how much medication you can get at a time.
- **Step therapy:** You must try one or more similar, lower-cost drugs before the plan will cover the prescribed drug.

Before your prescriptions are filled, your Medicare drug plan will also perform additional safety checks, like checking for unsafe amounts of opioid pain medications.

If you or your prescriber believe that one of these coverage rules should be waived, you can ask for an exception.



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## Make your wishes known

You have the right to say yes or no to procedures, tests and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes regarding end-of-life care known in advance. The Arizona Advance Directive Registry is a free registry you can use to electronically store and access your medical directives. Their secure and confidential program grants peace of mind to registrants and their families, and easy access to all health care providers.



**Write it down.** Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online at [azsos.gov/services/advance-directives](https://www.azsos.gov/services/advance-directives).

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**.

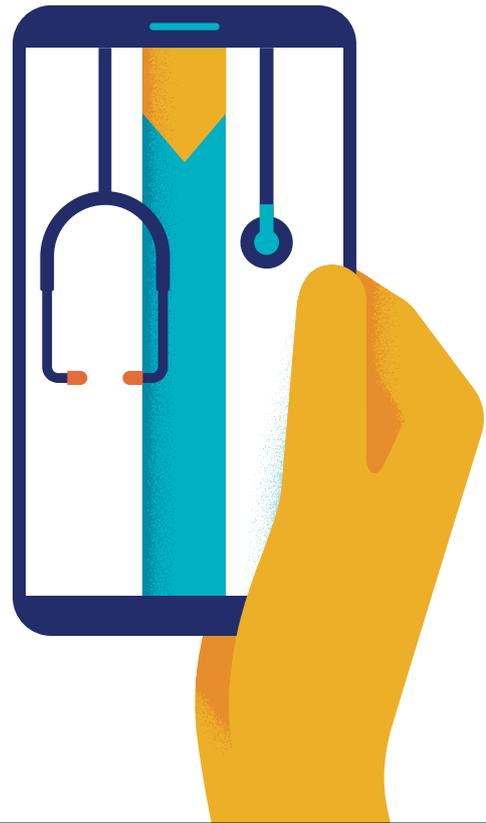
# Healthy start

## Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



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## More than a health plan

There has been a growing interest in the social determinants of health and social programs designed to create and promote good health for everyone. Social determinants include societal and environmental conditions such as: having access to food, the availability of safe and secure housing, the ability to access community by exploring transportation options, access to quality education and other support programs or resources that promote healthy behaviors.

We recognize the impact of social determinants and their effects on the healthcare delivery system and individuals' quality of life. As a health plan, we are dedicated to exploring policies and practices that improve environmental conditions and the communities where we live, which play a significant role in living healthier lives. To find a food bank near you, visit [azfoodbanks.org](https://www.azfoodbanks.org).

# 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.



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**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 **UHCHealthyFirstSteps.com** to see how you can join.



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## Understanding BMI in children

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. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.

Eating well can help your child keep a healthy weight. This means eating lots of fruits and vegetables and reducing sugar-sweetened beverages, including juices and sports drinks. Regular exercise is important, too. Your doctor can give you advice on how to eat well and make sure your child is getting enough exercise.

# Keep your child healthy

## Never skip a well child visit

Well child visits to your pediatrician are important. They are needed all through childhood, from babies through teenagers. They are also called EPSDT (Early Periodic Screening Diagnosis 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 and abdominal pain)
- Sight and hearing tests
- 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, PCPs 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 free)
- Making good choices and healthy behaviors
- Diet and weight
- Stopping sexually transmitted diseases (STDs) and testing for them, which is free
- Dangers of smoking, alcohol and other drugs
- Stopping injury and suicide attempts, bullying, violence and risky sexual behavior

Children should have checkups at:

- 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
- 4 years old
- 5 years old
- 6 years old
- 7–8 years old
- 9–12 years old
- 13–17 years old
- 18–21 years old





# Activity zone

## Time to unwind

If you're feeling stressed due to COVID-19, the Centers for Disease Control and Prevention recommends taking a break from everyday activities. Arts and crafts are a great option to de-stress. In fact, coloring — for both children and adults — has been shown to reduce stress and anxiety. Pull out some colored pencils, crayons or markers, and make this page a work of art!

## Resource corner

**Member Services:** Find a doctor, 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](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 Smoker's Helpline (ASHLine):** Get free help quitting smoking (toll-free).

**1-800-55-66-222, TTY 711**  
**[ashline.org](http://ashline.org)**

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

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

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

**1-877-756-4090**

(Northern Arizona)

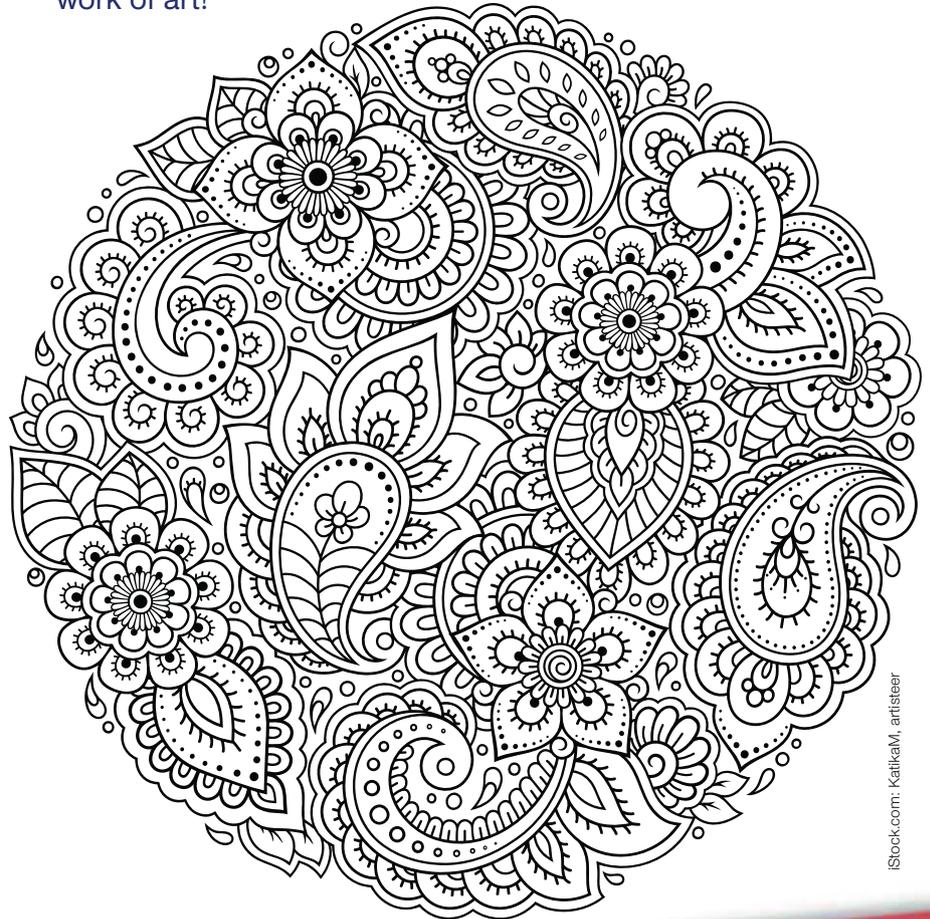
**1-800-631-1314**

(Central Arizona)

**1-866-495-6735**

(Southern Arizona)

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**Create more.** Download more printable coloring pages at **[healthtalkcoloring.myuhc.com](http://healthtalkcoloring.myuhc.com)**.

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one 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. For the most up-to-date information and resources about prevention, coverage, care and support please visit [UHCCommunityPlan.com/covid-19](https://UHCCommunityPlan.com/covid-19).

## 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:

- 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.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

## Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov)



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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.