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HealthTALK

FALL 2020



Plan to quit.


Did you know that people who smoke a pack a day spend more than \$2,000 a year on cigarettes on average? And almost 70% of smokers say they want to quit completely. Save money for things that matter and improve your health. You can quit smoking for good today with the right help. Resources are available at quitnow.net.

Get screened.

Don't be afraid of a mammogram.

Many women with breast cancer have no symptoms. This is why regular breast cancer screenings are so important. A mammogram is an x-ray of the breast used to check for breast cancer. Women should get one every 2 years starting at age 50.

You may have heard that having a mammogram can be uncomfortable. However, getting checked is fast, and any discomfort is over quickly. Don't be afraid to schedule your screening. It can save your life!

 **Schedule your screening.** If you have any concerns about getting a mammogram, give us a call toll-free at **1-877-743-8731, TTY 711**. We can also help with scheduling an appointment or finding a provider.

UnitedHealthcare Community Plan
795 Woodlands Pkwy., Ste. 301
Ridgeland, MS 39157



Telehealth visits.

You may have concerns when it comes to visiting your doctor in person these days. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home. You may also be able to meet with a provider online for urgent needs 24 hours a day, 7 days week.

What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. Ask your provider if they offer telehealth services. Telehealth can be a good option for:

- Asking questions about your symptoms.
- Getting advice to help manage your condition(s).
- Getting medicines prescribed and sent to your pharmacy.

If you're not sure if a telehealth visit is the best option for you, call NurseLine first to get advice at no cost to you. Nurses are available 24 hours a day, 7 days a week. Just call **1-877-370-4009**, **TTY 711**, toll-free.



Take care of your mental health.

It's perfectly natural to feel anxious, stressed or frustrated when there is uncertainty in your life. Here are 5 tips for how to cope during stressful times.

- 1. Establish a routine.** Come up with a way to structure your days. Set up a plan for exercise, connecting with others and doing daily tasks.
- 2. Try a relaxing activity.** Find things that help you manage your stress. Try deep breathing, stretching or meditation. Drawing or coloring can also be calming.
- 3. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support. Use technology to stay in touch. Use video chat to "see" people if you can't meet up in person.
- 4. Set boundaries.** While it's important to have up-to-date, reliable information, you should limit your time watching and reading the news if it makes you feel anxious.
- 5. Keep up with healthy habits.** Your physical health is an important part of your mental health. Avoid using tobacco, alcohol or other drugs as a way to manage stress. Get plenty of rest and physical activity.



Take care. Find articles, self-care tools, caring providers, and more mental health and substance use resources at

LiveandWorkWell.com. You can also call our toll-free help line at **1-866-342-6892**, **TTY 711**.

Test your COVID-19 and flu IQ.

Know the myths and facts.

With the COVID-19 pandemic, during this flu season it's more important than ever to be safe. There are some common myths about COVID-19 and the flu that you should be aware of. Here are a few examples:

- 1 To be effective, you need to wash your hands for at least 20 seconds.**

True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing.

- 2 Hand sanitizer works better than traditional soap because it has alcohol.**

False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Use hand sanitizer when you don't have access to soap and water.

- 3 If I got a flu shot last year, I still need to get one this year.**

True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year. Getting your flu shot helps protect you and your community from getting sick.



It's your best shot. There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or any clinic or pharmacy that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.

Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



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Resource corner.

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

1-877-743-8731, 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).

1-877-370-4009, TTY 711

Quit For Life®: Get free help quitting smoking (toll-free).

1-866-784-8454, TTY 711

quitnow.net

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 articles, self-care tools, caring providers, and more mental health and substance use resources.

LiveandWorkWell.com

Prefer email? Call Member Services and give us your email address so we can send important health plan information directly to your inbox (toll-free).

1-877-743-8731, TTY 711

Medicaid Program Integrity: Report suspected fraud and abuse by providers or members to the state.

**1-800-880-5920, TTY 711 (toll-free)
601-576-4162 (local)**



Pasta party.

Try this delicious recipe.

Make pasta for dinner with this family-friendly recipe. Add wagon wheels and easy ingredients like frozen spinach and nuts, and you can't go wrong. This recipe serves 6 (and you will likely have leftovers).

Ingredients.

- 1 pound wagon wheel pasta (can be substituted for other shapes and/or gluten-free pasta)
- 3 tablespoons olive oil
- 3 tablespoons garlic, thinly sliced (8–10 cloves)
- ½ teaspoon kosher salt
- 1 teaspoon crushed red pepper
- 1 pound spinach, frozen (defrosted)
- ½ cup parmesan, freshly grated
- 2 tablespoons pine nuts, toasted (if pine nuts aren't available, try almonds or cashews)

Instructions.

- 1.** Cook the pasta according to the package.
- 2.** If using raw nuts, spread them in a single layer on a microwave-safe plate. Microwave on full power for 1 minute. Stir nuts and continue microwaving in 30-second periods until nuts are golden brown. This can be done in advance.
- 3.** While the pasta is cooking, heat the olive oil to medium in a large skillet. Add the garlic, salt and crushed red pepper. Cook until the garlic starts to turn golden, about 3 minutes.
- 4.** Add the spinach and combine until heated through.
- 5.** While heating the spinach, drain the pasta and reserve 1 cup of the pasta cooking liquid. Put the hot pasta water into the pan, add the drained pasta and stir to combine. Top with parmesan and toasted nuts.

Be in touch with your body.

How to do a breast self-exam.

October is breast cancer awareness month. It is a good time to learn how to do a breast self-exam at home. Knowing how your breasts normally look and feel can help you notice symptoms such as lumps, pain or changes in size.

All women over age 20 should do a breast self-exam each month. You can tear off this guide and tape it to your bathroom wall as a reminder. Here's how to do a breast self-exam:

1

Start by looking at your naked breasts in the mirror with your arms at your sides. Then bend forward. Next put your hands on your hips. Then raise them above your head. In each position, look for any changes in breast shape, size or symmetry. Check for lumps or dimples.

2

Use the pads of your fingers to touch and examine your breasts. Move slowly and make sure to cover each breast entirely. Apply different levels of pressure — light, medium and firm — to feel all of the breast tissue.

3

Extend your self-exam to include the tissue that continues into your armpit. Also examine the tissue above (up to your collarbone) and below your breasts with your finger pads.

You should report any changes that you notice to your doctor. If you have any questions about doing a breast self-exam, ask your doctor.



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.

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



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).

UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, gender, gender identity, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, gender, gender identity, 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 submit the complaint in writing within 30 days of when you found out about it. If your complaint cannot be resolved in 1 day it will be treated as a grievance. We will send you an acknowledgement of the grievance within 5 days of receipt of the grievance. A decision will be sent to you within 30 days.

If you need help with your complaint, please call the toll-free member phone number at **1-877-743-8731, TTY 711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday, (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number at **1-877-743-8731, TTY 711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-743-8731, TTY 711**.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-743-8731, TTY 711**.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-877-743-8731, TTY 711**.

Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-877-743-8731**，或聽障專線 **TTY 711**。

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-743-8731, TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-877-743-8731**، الهاتف النصي **.711**

Choctaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-877-743-8731, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-743-8731, TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-877-743-8731, TTY 711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-743-8731, TTY 711** 로 전화하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-877-743-8731, TTY 711**.

Japanese

ご注意:日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-877-743-8731**、または**TTY 711**。

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-877-743-8731, TTY 711**.

Panjabi

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-877-743-8731, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

Italian

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-743-8731, TTY 711**.

Hindi

धुन देँ: डदल आड हलनुदी डलषल डुलते हँ तु डलषल सलहलड तल सेवलडं आडके ललए नलःशुलुक उडलडुध हँ। कलल करँ **1-877-743-8731, TTY 711**.