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SUMMER 2020



KidsHealth®

UnitedHealthcare and KidsHealth® have teamed up to provide advice you need, when you want it. Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit [KidsHealth.org](https://www.kidshealth.org) today. Please note all information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

Join our community.



We want to know what you think.

As a member or caregiver to a member of UnitedHealthcare Community Plan, your input is important to us. That's why we are inviting you to join our Community Health Education Advisory Committee. We would like to learn about your experiences with health care. And we want to hear your ideas of how we can meet the health education needs of our members.

Meetings are held 4 times a year. If you have questions about our Community Health Education Advisory Committee, or if you would like to join, call us at **1-800-414-9025, TTY/PA Relay 711.**

UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

No more paper checks.

Pennsylvania WIC families can now receive eWIC cards.

The eWIC card is an easy and convenient way to use your WIC benefits. WIC helps pregnant women, new moms, infants and children under age 5 get nutrition education and healthy foods. An eWIC card is used to purchase WIC-approved foods at WIC-authorized grocery stores. It works like a debit card.

If you participate in the eWIC program:

- The food benefits for every WIC participant in your family will be put on a single eWIC card.
- You will assign a Personal Identification Number (PIN) the first time you get an eWIC card.
- Every time you purchase a WIC-approved food, the item will be deducted from the balance on your eWIC card.



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Breathe easy.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



We can help. We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**, to learn more.



Sign up today. To get your eWIC card, visit pawic.com or call **1-800-WIC-WINS (1-800-942-9467), TTY/PA Relay 711**. PA WIC is funded by the USDA. This institution is an equal opportunity provider.

Healthy start.

Healthy eating during pregnancy and early childhood is important for a child's brain and lifelong mental health. The American Academy of Pediatrics recommends enrolling in the Women, Infants and Children (WIC) Program. This program will help you get the good food that you and your baby need.

The WIC Program:

- Teaches you about healthy eating during pregnancy.
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed.
- Provides breastfeeding support and breast pumps if needed.
- Gives tips and answers your questions about feeding your child.
- Screens you and your child for low iron levels and gives you foods that are high in iron.
- Provides foods that contain protein, iron and vitamins that are important for brain development.



Eat right. To see if you are eligible for the WIC Program or to make an appointment, visit pawic.com. Or call **1-800-WIC-WINS (1-800-942-9467), TTY/PA Relay 711.**

Get your GED.

To help you achieve your education and career goals, UHC offers GED testing as an added benefit.

Who is eligible for the benefit?

All current members age 18 and older who have not received a high school equivalency certificate/GED or diploma, and who are not currently enrolled in high school or college. The GED test voucher benefit will be issued to members who are in need of financial assistance in order to take the exam. The benefit would not extend to individuals who have already paid for the GED test, and no reimbursements will be issued.

What does the benefit include?

Coverage of 1 full official GED practice test and one full (4-module) GED test per member lifetime, plus 1:1 support navigating pre- and post-test resources.



Get started. Want to learn more about the GED test voucher benefit? Call Member Services

toll-free at **1-800-414-9025, TTY/PA Relay 711.**



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Prescribed an opioid?

3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member. If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.



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Need help? Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357) TTY/PA Relay 711** to begin recovery.

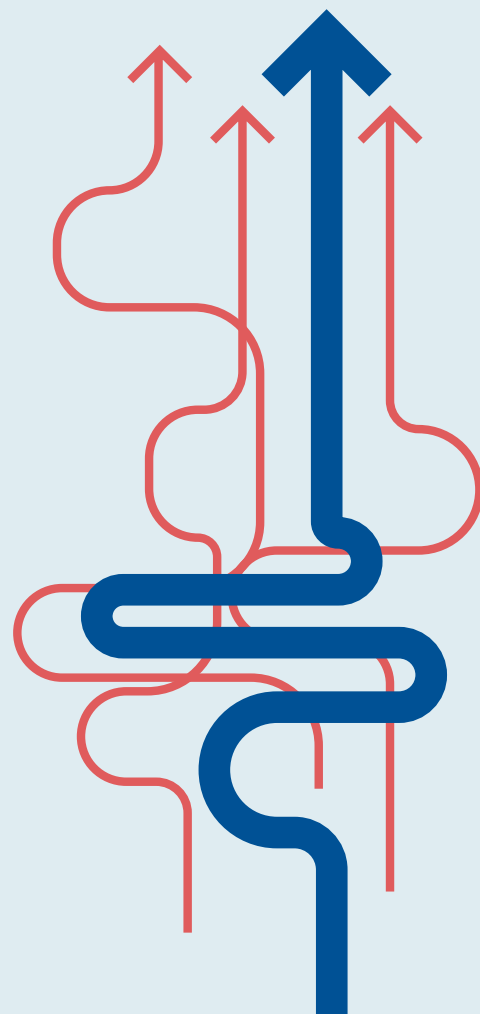
Stay connected.

Lifeline is a federal program that lowers the monthly cost of phone or internet service. Eligible customers will get up to a \$9.25 monthly discount toward their bill. You can only use Lifeline for either phone or internet, but not both. This helps ensure consumers have the opportunities and security that phone and internet service provides, including being able to connect to jobs, family, health care, schools and 911 emergency calling services.



Get access. To learn more, go to lifelinesupport.org. Or call us toll-free at

1-800-414-9025, TTY/PA Relay 711.



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Pregnancy and abuse.

Support for you and your baby.

For many people, pregnancy is an exciting time. In a healthy relationship, partners make choices about starting a family together. For people with unhealthy or abusive partners, pregnancy can be very stressful. In some cases, an abusive partner may have forced the pregnancy to happen. Some examples of this include:

- Messing with birth control.
- Pressuring a partner to get pregnant.
- Controlling choices about pregnancy.
- Lying about condom/birth control use.

When relationships are unhealthy or abusive, those relationships could get worse during pregnancy. An abusive partner may feel like they are not in control during pregnancy. They may use threats or even violence to feel like they are in charge. Abuse during pregnancy makes things more stressful. This can cause serious health problems, such as:

- High blood pressure.
- Early delivery of baby.
- Low birth weight.
- Increased risk of infection during pregnancy.
- Challenges after baby is born (depression, low energy, trouble staying focused, etc.).

Physical abuse during pregnancy can hurt both the mother and baby. Sometimes it can cause health issues that are fatal. Pregnancy should be a time of excitement and healthy activities, not stress and abuse. Abuse in a relationship is never okay. If you are being abused, your local domestic violence program can help. They can offer support, resources, and even a safe place to stay for you and your baby. If you want to learn more, you can use the resources at right for help.



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Pennsylvania Coalition Against Domestic Violence:
717-545-6400, TTY/PA Relay 711 (8:30 a.m. – 4:30 p.m.)
pcadv.org/find-help/find-your-local-domestic-violence-program/

National Domestic Violence Hotline:
1-800-799-SAFE (7233) or 1-800-787-3224 (TTY/PA Relay 711)
thehotline.org

Pennsylvania Coalition Against Rape:
1-888-772-7227, TTY/PA Relay 711
pcar.org/help-pa/find-services

March of Dimes: Abuse During Pregnancy
marchofdimes.org/pregnancy/abuse-during-pregnancy.aspx



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-414-9025, TTY/PA Relay 711

Our website: Find a provider, read your Member Handbook 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).

1-877-440-0253, TTY/PA Relay 711

Quit For Life®: Get free help quitting smoking.
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/PA Relay 711

UHHealthyFirstSteps.com

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

LiveandWorkWell.com

Want to receive information

electronically? Call Member Services toll-free and give us your email address.

1-800-414-9025, TTY/PA Relay 711

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Healthy smiles.

Orthodontic benefits explained.

Your child's dental health is important to us. Severe crowding of your child's teeth can be the cause of medical problems. Your child (under age 21) may receive braces if they are medically necessary. This means that the teeth must be misaligned and be the cause of medical problems. If the teeth are crowded but not causing medical problems, the braces cannot be approved. Examples of these medical problems may include:

- Severe inability to speak and chew food properly.
- Damage to the teeth and gums as a result of improper alignment.
- Pain in the jaw joints.
- Improper growth of the jaws and surrounding bones and tissues.

Here is more information about this program you should know:

- Not all children with misalignment of teeth will meet these criteria.
- Braces for cosmetic reasons only are not a covered benefit.
- Your orthodontist must submit the proper records to UnitedHealthcare for your child to be considered for braces.
- The orthodontist must submit a score sheet to determine the severity of the misalignment of the teeth. This scoring must follow the guidelines of the Pennsylvania Department of Human Services.
- All of your child's permanent teeth must have grown into position in order to be considered for braces.
- Braces are not a covered benefit for members 21 years of age and older.

If you have any questions regarding your dental benefits, we would like to hear from you.



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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 complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

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 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**.

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711** নম্বরে ফোন করুন।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૌલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**