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Health Talk

United
Healthcare®
Community Plan

What do you think?

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

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.

Stay on schedule

Vaccines are important even during COVID-19

One side effect of people staying home due to COVID-19 is that children have not been seeing their primary care providers (PCPs) to get their scheduled vaccines. This means more children are now at risk for diseases that can be prevented by vaccines.

Although you may be worried, it is perfectly safe for your child to see their PCP in person to get their shots. Many providers have put extra precautions in place to make sure your visit is safe. Call the provider's office if you have any questions or concerns.

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

From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diptheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza

When you take your child to get their shots, remember to practice the same safe behaviors you would anywhere else:

- Follow your PCP's advice for entering and exiting the building
- Practice good hygiene before, during and after your visit
- Wear a mask

We're all in this together. For more information about getting vaccines during the coronavirus pandemic, visit **myuhc.com/CommunityPlan**.

Take it easy

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. If you get sick with the flu, follow these self-care tips for a more comfortable recovery:

- Take a fever reducer/pain reliever
- Get plenty of rest
- Drink lots of water
- Stay home to keep from giving the illness to others

Adults over age 65, pregnant women, young children 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.

We're here for you. For general health questions or advice, call our toll-free NurseLine at **1-877-440-0251**, TTY **711**, 24 hours a day, 7 days a week.

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 for you or your children. 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** to search for providers who offer telehealth options. Here are 2 tips that can help you and your family 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 and 60 minutes a day for children.
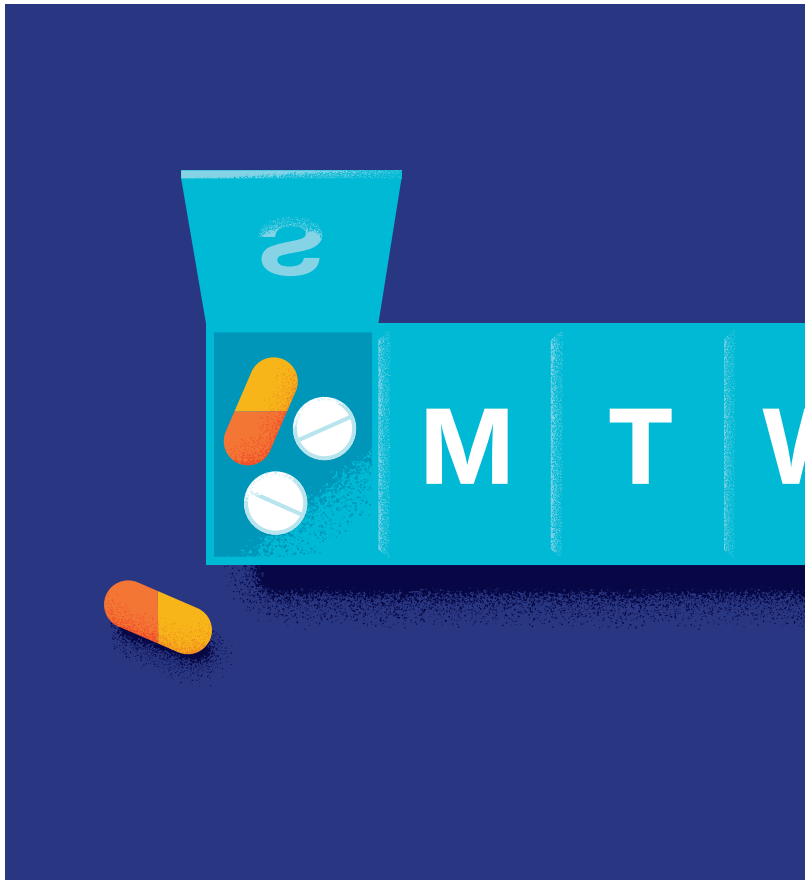
Get support. Find mental health resources at **LiveandWorkWell.com**. To find telehealth options, visit **myuhc.com/CommunityPlan**.

Your medicine and your health

There may be many reasons why you are not taking the medicine your care provider ordered.

- You may not like taking pills
- The pills may make you feel bad
- You may feel like you are taking too many pills
- You may use home remedies or other treatments instead

These reasons are understandable. You should talk to your care provider about why you do not want to take the pills. This will help the care provider understand what is important to you. It also will help you understand why they were ordered. The goal is your good health. Talking to your care provider is the first step to staying healthy.

Resource corner

UnitedHealthcare Member Services: 1-800-318-8821, TTY **711**, Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: **1-877-440-0251,** TTY **711**

Public Behavioral Health System: **1-800-888-1965,** TTY **711**

Live and Work Well: LiveandWorkWell.com

Transportation: Contact your local health department.

Special Needs Unit: **1-800-460-5689,** TTY **711**

UnitedHealthcare Outreach (Appointment Assistance): **1-866-735-5659,** TTY **711**

UnitedHealthcare Health Education: **1-855-817-5624,** TTY **711**

Healthy First Steps®: **1-800-599-5985,** TTY **711** UHCHealthyFirstSteps.com

On My Way: uhcOMW.com

Department of Human Services: **1-800-332-6347,** TTY **711**

Maryland Health Connection: **1-855-642-8572,** TTY **711** MarylandHealthConnection.gov

Maryland Medicaid HealthChoice Help Line: **1-800-284-4510,** TTY **711**

Maryland Healthy Smiles Dental Program: **1-855-934-9812,** TTY **711**

UnitedHealth Group Customer Care Fraud Hotline: **1-866-242-7727,** TTY **711**

HealthChoice Fraud Hotline: **1-866-770-7175,** TTY **711**

Interpretation Services: Call Member Services to request interpretation services for your medical visits.

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**.

Language Assistance Statement
Interpreter Services Are Available for Free

Help is available in your language:

1-800-318-8821, TTY/711

These services are available for free.

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-318-8821, TTY 711**. Estos servicios están disponibles de forma gratuita.

አማርኛ/Amharic

እገዛ በቋንቋዎ ማግኘት ይችላሉ፦ **1-800-318-8821**, **መስማት ለተሳናቸው**/ **TTY- 711** እነዚህን አገልግሎቶች ያለ ምንም ክፍያ ማግኘት ይቻላል::

العربية/Arabic

المساعدة متوفرة بلغتك: اتصل على الرقم **1-800-318-8821**، الهاتف النصي: **711**. هذه الخدمات متوفرة مجانًا.

中文/Chinese

用您的语言为您提供帮助：**1-800-318-8821，TTY 711**。这些服务都是免费的。

فارسی /Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-318-8821** ، خط تماس برای افراد ناشنوا **711**. این خدمات به صورت رایگان در دسترس هستند.

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-318-8821, TTY 711**. Ces services sont disponibles gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-318-882**1 ટીટીવાય: **711**. આ સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-318-8821, TTY 711**. Sèvis sa yo disponib gratis.

Igbo

Enyemaka dị n'asụsụ gị: **1-800-318-8821, TTY 711**.Ọrụ ndị a dị n'efu.

한국어/ Korean

아래 번호로 전화하시면 사용하는 언어로 도움을 받으실 수 있습니다. **1-800-318-8821, TTY 771**이 서비스는 무료로 제공됩니다.

Português/ Portuguese

Está disponível ajuda no seu idioma: **1-800-318-8821, TTY 711**. Estes serviços são disponibilizados gratuitamente.

Русский/Russian

Помощь доступна на вашем языке: **1-800-318-8821, TTY 711**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa inyong wika: **1-800-318-8821, TTY 711**. Ang mga serbisyong ito ay makukuha ng libre.

اردو/Urdu

آپ کی زبان میں مدد دستیاب ہے: **1-800-318-8821**، ٹی ٹی وائی:**711**۔ یہ خدمات مفت میں دستیاب ہیں۔

Tiếng Việt/Vietnamese

Có hỗ trợ ngôn ngữ của quý vị: **1-800-318-8821, TTY 711**. Các dịch vụ này được cung cấp miễn phí.

Yorùbá/Yoruba

Ìrànlọ́wọ́ wà ní èdè rẹ: **1-800-318-8821, TTY 711**. Àwọn iṣẹ́ yìí wà l'ọ́fẹ̀ẹ́.

Bassa

U nla kosna mahola ni hop woñ i nsinga ini : **1-800-318-881, TTY-711.** I bolo ini u ntiba ngui nsaa wogui wo.