



Health Talk



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Developmental Disabilities

United
Healthcare®
Community Plan

Your opinion matters

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 respond. Your opinion helps us make the health plan better. Your answers will be private.

Stay healthy!

Family planning is a covered benefit. Talk with your primary care physician about the best options for you. They can help with contraceptive counseling, medication, supplies, oral and injectable contraceptives, subdermal implantable contraceptives, intrauterine devices, diaphragms, condoms, foams and suppositories.

Protect yourself if you are sexually active by using a condom every time. Millions of young people get STDs each year. They can lead to infertility and other permanent health problems.

You and your partner should talk about preventing STDs and unwanted pregnancy and be tested since many STD's do not have noticeable symptoms. Don't let embarrassment prevent you from seeing a doctor if you suspect you may have an STD.

Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

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 **1-800-348-4058, TTY 711.**

PCP, urgent care or emergency room?

How you can avoid the emergency room

When you are sick or hurt, you may not want to wait to get medical care. Choosing the right place to go will help you get treatment faster.

When can your primary care physician (PCP) treat you?

For most illnesses and injuries, your PCP's office should be the first place you call. You might get an appointment for later that day or be given advice on how to take care of yourself at home. Your doctor could call in a prescription to your drug store. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right now. If you go for a minor problem, you may have to wait for a long time. Hospitals face challenges during flu season and with the pandemic. Help yourself and our health care providers by choosing the best option. It is important not to wait for serious illness, but to choose the right place to get help.

Quitting time

By quitting smoking, you can feel better and improve your overall health. You can also save money for things that matter.

Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a provider
- Talking to a counselor
- Following an action plan
- Using nicotine replacement products

Visit myuhc.com/communityplan for information on your smoking cessation benefits. You can also get support from the Arizona Smokers' Helpline (ASHLine) at **1-800-55-66-222**, TTY **711**, or ashline.org.



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Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases, such as polio and chickenpox, are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Diseases, such as COVID-19, are not stopped by city, state or international borders. But they are stopped by vaccines.

With COVID-19 and the flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone over the age of 5 is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



Stay safe. For more information about vaccines for the entire family, visit cdc.gov/vaccines. Find information about the COVID-19 vaccine at uhccommunityplan.com/covid-19/vaccine.

Cultural services

Get the help you need

At UnitedHealthcare Community Plan, we care about our members. We value all of the cultural differences our members have. Beliefs about the cause, prevention and treatment of illness vary among cultures. These beliefs need to be respected in the practices used to maintain our members' health.

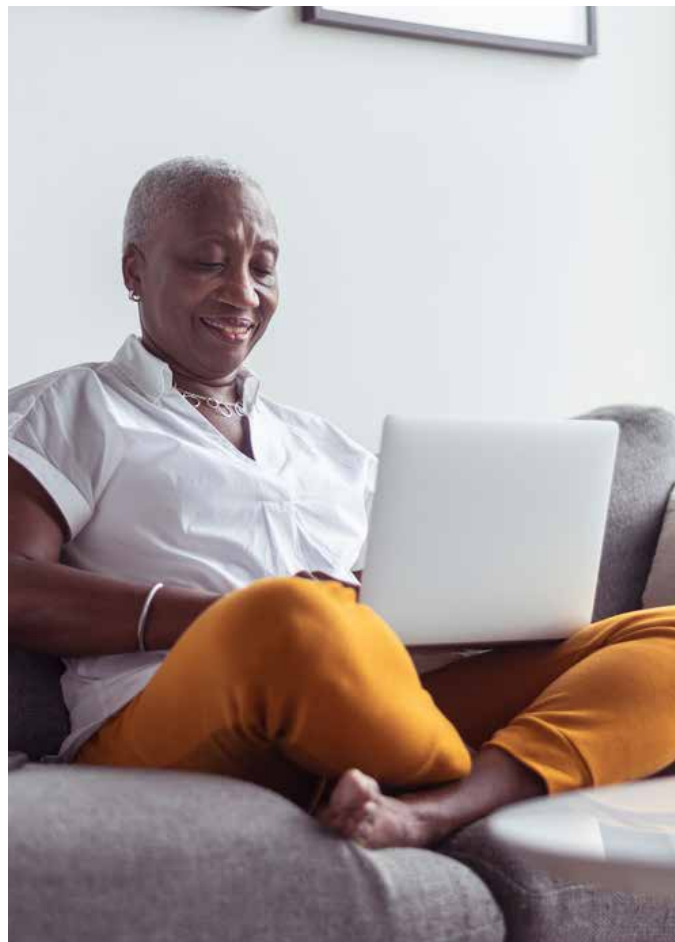
At UnitedHealthcare Community Plan, we know the importance of communication. We try to meet all of our members' needs. We can provide interpretation or translation services at no charge. We can also provide member materials to you in a language or format that may be easier for you to understand.



We're here to help. Call Member Services at **1-800-348-4058**, TTY **711**, for translation services, to find a doctor who understands your cultural needs, or for materials in another language or format. These services are provided at no cost to you.



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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. This secure and confidential program grants peace of mind to registrants and their families. It also provides 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.

You're not alone

Did you know that 12 million American adults seriously thought about suicide in 2019? In the past decade, suicide rates in the U.S. have increased by about 33%. If you feel depressed, you are not alone. You can learn more about depression and other mental health topics at [liveandworkwell.com](https://www.liveandworkwell.com). Consider starting a discussion with your provider about mental health.



Get help. If you need immediate help, call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**, TTY **711**. You can also text the Crisis Text Line 24 hours a day, 7 days a week. Text **HOME** to **741741**. Visit [suicidepreventionlifeline.org](https://www.suicidepreventionlifeline.org) for more information.

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 **1-800-348-4058**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

Part D vaccine coverage

Except for vaccines covered under Medicare Part B (medical insurance), Medicare drug plans must cover all commercially available vaccines (like the shingles vaccine) when medically necessary to prevent illness.

Baby be safe

Without treatment, 1 out of 4 pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breastfeed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Pregnant? If you're pregnant or planning to get pregnant, make sure you get tested for HIV. Need a women's health care provider? Visit [myuhc.com/communityplan](https://www.myuhc.com/communityplan).



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Keeping your child healthy

Well child visits to your pediatrician are important. They are needed all through childhood, from babies through teenagers. They are also called EPSDT (Early and Periodic Screening Diagnostic 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, 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, PCP 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

Behavioral Health Assessments

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:

- Birth/newborn
- 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
- 30 Months Old
- 3 Years Old and every year after through age 20

Building healthy habits

How to take care of your child's teeth

A healthy mouth is more than just a sparkling smile. It's also important for your overall health. Tooth decay (cavities) in children can lead to problems with eating, speaking and learning.

Over half (52%) of Arizona's kindergarten children have a history of tooth decay. That number reaches almost two thirds (64%) in 3rd grade children. 1 in 4 of those children have cavities that still need to be treated.

Brushing teeth is an important part of your child's daily dental care routine. It helps keep their teeth clean and their gums healthy.

Here are some tips:

- Have your child brush their teeth for 2 minutes twice a day with a soft-bristle toothbrush. Flossing is needed for any

teeth that touch each other.

Parents/caregivers should help brush and floss a child's teeth until they are at least 7 or 8 years old.

- The size and shape of your child's toothbrush should fit their mouth and allow them to reach all areas easily. Be sure the brush is the right size. Generally, a smaller brush is better than a larger one.
- Be sure your child brushes all sides of the teeth — the outside, the tongue side and the chewing surface.
- Replace your child's toothbrush every 3 to 4 months, or sooner if the bristles begin to spread. A worn-out toothbrush will not properly clean your child's teeth.
- Visit the dentist every 6 months.

Seal out cavities

Dental sealants and fluoride varnish are two ways to help prevent cavities. Sealants are thin coatings painted on the chewing surface of the back teeth. They fill the tiny grooves and can prevent cavities from starting. Sealants can be placed as soon as the first and second molars erupt (around 6 years old for the first molars and around 12 years old for the second molars). Fluoride helps make teeth stronger and can make them less likely to get cavities. Fluoride varnish can be provided by your child's dentist and their PCP. It can be applied to your child's teeth as early as 6 months. Your child's PCP can apply the fluoride twice a year until your child is 2 years old. This is in addition to the fluoride treatment your child can get from their dentist every 6 months.



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Find your dental home. We connect all our members

under the age of 21 to a dental home so that you have a specific dentist/dental office where you can go for your/your child's dental needs. If you do not know who your dental home is or need help changing your dental home, you can call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Resource corner

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

1-800-348-4058, TTY 711

Our website: Find a provider, view your benefits or see your member 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).

1-877-440-0255, TTY 711

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

Crisis Lines for Help with Mental Health:

1-877-756-4090, TTY 711

(Northern Arizona)

1-800-631-1314, TTY 711

(Central Arizona)

1-866-495-6735, TTY 711

(Southern Arizona)

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC):

WIC is a nutrition program that provides additional nutritious food and helps families learn about staying healthy.

1-800-252-5942, TTY 711

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services and ask to speak with OIFA.

1-800-348-4058, TTY 711



Get support

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you're worried about your own substance use, you may feel helpless. You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs such as opioids. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. We're here to help.

The Substance Use Disorder Helpline (**1-855-780-5955, TTY 711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Help is available. Call the Substance Use Disorder Helpline at **1-855-780-5955, TTY 711**, 24 hours a day.



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

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 **1-800-348-4058**, 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

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