



# HealthTALK

WINTER 2019



## What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back.

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



## 90-day supply benefit.



Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



**We've got you covered.** To find out what medications are included, call Member Services at **1-800-903-5253, TTY 711.**

UnitedHealthcare Community Plan  
P.O. Box 30991  
Salt Lake City, UT 84130-0991

## Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Get checked.** Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services at **1-800-903-5253, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.



# Preteen vaccines.

## Immunizations keep kids healthy.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. The next time you take your middle-schooler to your health care provider, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



**It's your best shot.** Learn more about vaccines for every member of your family at **CDC.gov/vaccines**.



## Ask Dr. Health E. Hound.®

### Q: Why does my child need to be tested for lead?

**A:** Lead is often found in plumbing or paint in older homes. It can also be found in painted toys made outside of the United States. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child's body leads to lead poisoning. It can result in slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of a checkup at these ages. The test is done using a few drops of blood.



**Learn about lead.** Read all about lead poisoning and other kids' health topics. Visit **KidsHealth.org**. Does your child need to be tested? Ask his or her doctor.

# Under control.

## Tests for people with diabetes.

If you have diabetes, it is important to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



**We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-800-903-5253, TTY 711**. Or use the **Health4Me** app.

## Lean lunch.

Use leftover chicken breast for a healthy lunch the next day. Make a chicken club wrap lunch box. Add even more fruits and vegetables on the side to add more nutrients and fiber.

### INGREDIENTS

- 1 10-inch flour tortilla or sandwich wrap
- 1 cup cooked chicken breast, chopped or sliced
- 1 small tomato, chopped or sliced
- 1 cup romaine lettuce or spinach, shredded
- ¼ cup low- or nonfat salad dressing (optional)

### For sides:

- 8–12 baby carrots
- ¼ cup grapes or berries



### DIRECTIONS

Layer chicken, tomato and lettuce or spinach on the tortilla within 1 inch of edges. Drizzle with light salad dressing, if desired. Fold opposite sides of tortilla up toward center, about 1 inch over filling (sides will not meet in center); roll up tortilla, beginning at 1 open end. Cut diagonally in half. Add side servings of carrots, grapes or berries.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free). **1-800-903-5253, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are. **myuhc.com/CommunityPlan Health4Me®**

**MyHealthLine™:** Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program (toll-free). **1-800-903-5253, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by texting the word **BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps®:** Get support throughout your pregnancy (toll-free). **1-800-599-5985, TTY 711**

**Baby Blocks™:** Get rewards for timely prenatal and well-baby care. **UHCBabyBlocks.com**

**KidsHealth®:** Get reliable information on health topics for and about kids. **KidsHealth.org**

# 10 facts about depression.

## Things to know when you're feeling down.

- 1. Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
- 2. Depression makes it hard to give.** It's hard to think of other people when you're depressed.
- 3. Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
- 4. Ongoing irritability can be a symptom of depression.**
- 5. Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
- 6. Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
- 7. People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
- 8. Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
- 9. Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
- 10. Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- Click on "Enter."
- If you do not know your access code, click on "I don't know my access code."
- Go to the "Mind and Body" drop down.
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



**Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-903-5253, TTY 711**.



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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:30 a.m. to 5:30 p.m.

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 the toll-free member phone number listed on your member ID card.

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 listed on your health plan member ID card, TTY 711, Monday through Friday, 8:30 a.m. to 5:30 p.m.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.  
Call **1-800-903-5253, TTY 711.**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.  
Llame al **1-800-903-5253, TTY 711.**

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-800-903-5253**، الهاتف النصي **711**.

注意: 如果您說中文，您可獲得免費語言協助服務。請致電**1-800-903-5253**或聽障專線 (TTY) **711**。

MADETA: en maswtat lishana Aturaya, eten tishmiishta d lishana qa hayarta quray. Makhber **1-800-903-5253, TTY 711.**

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 **1-800-903-5253, TTY 711.**

VËMENDJE: Nëse fllisni shqip, keni në dispozicion shërbime asistence gjuhësore pa pagesë. Telefono **1-800-903-5253, TTY 711.**

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-800-903-5253, TTY 711**로 전화 하십시오.

ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-800-903-5253, TTY 711.**

UWAGA: jeżeli mówisz po polsku, możesz skorzystać z usługi bezpłatnej pomocy językowej pod numerem telefonu **1-800-903-5253, TTY 711.**

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie **1-800-903-5253, TTY-Gerät 711.**

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica.  
Chiami il numero **1-800-903-5253, TTY 711.**

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 **1-800-903-5253**、または**TTY 711** (聴覚障害者・難聴者の方用) までご連絡ください。

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика.  
Звоните по тел. **1-800-903-5253, TTY 711.**

PAŽNJA: Ako govorite srpsko-hrvatski, možete dobiti besplatnu pomoć za usluge jezika. Pozovite **1-800-903-5253, TTY 711.**

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-800-903-5253, TTY 711.**