

Fall 2021

United Healthcare Community Plan

# Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit **liveandworkwell.com** for mental health resources.



We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines.



**Learn more.** For more information, visit **uhcprovider.com/cpg**.

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UnitedHealthcare Community & State 13655 Riverport Drive

Maryland Heights, MO 63043

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# Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.

Find a provider. We can help you find a mental health or primary care provider who is a good fit for you. Visit myuhc.com/communityplan.

# Fight the flu

#### It's time for your child's annual flu vaccine

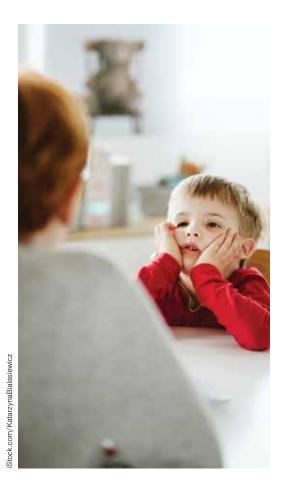
The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get the flu vaccine each year. It is available in the fall and winter months. The first time your child gets the flu vaccine, they may need 2 doses for best protection.

If your child missed getting any of their other vaccines this year, it's not too late to make them up. Schedule an appointment with their provider today.

Your child should also get the COVID-19 vaccine if they are eligible. Talk with their provider about when they should get the COVID-19, flu and any other vaccines.

It's your best shot. There is no cost to you for the flu or COVID-19 vaccines. You can get them at any clinic or pharmacy that accepts your plan. Visit myuhc.com/communityplan to find a location near you.





# **Treating ADHD**

#### There is no one-size-fits-all approach

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention in school or controlling their behavior. They also may be overly active. If your child has ADHD, their provider may suggest behavioral therapy. They may also suggest medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. That's why it's important for children who take ADHD medicine to see their providers often for follow-up care.

# Stay well

#### Catch up on adolescent well visits and vaccines

Due to COVID-19, many children are behind on their well visits and vaccines. If your child missed their back-toschool checkup this year, it is not too late to make it up.

Well visits are needed all throughout childhood — from babies to teens. These visits may include:

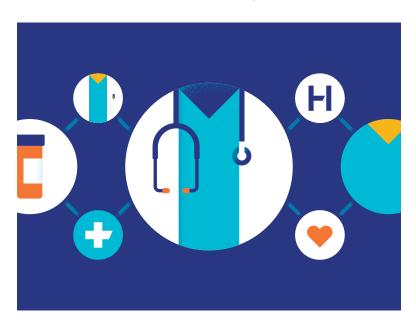
- A physical exam
- Vaccines
- Sight and hearing tests
- Discussion of physical activity and nutrition
- Developmental screenings for speech, feeding and physical activity
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the well visit, ask your child's provider if your child is up to date with their vaccines. Staying on schedule with vaccinations protects your child as well as others from getting sick. If your child missed any of their vaccines this year, it's not too late to make them up.



Get checked. Call your child's provider to make an appointment for a well visit. To find a new provider, visit myuhc.com/communityplan.

Or call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.





#### Resource corner

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

1-866-292-0359, 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). 1-866-351-6827, 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

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

Transportation benefits at no cost for eligible members to and from your doctor visits: Call Member Services to make a reservation. When asked why you are calling, say "transportation."

**1-866-292-0359**, TTY **711** Monday–Friday, 8 a.m.–5 p.m.



# Feel confident and supported

**Introducing Wellhop for Mom & Baby** 

Connect with other expectant moms for support during your pregnancy and beyond through Wellhop for Mom & Baby. This program is part of your health plan and is offered at no cost to you. It's all online, so it's just a click away. Here's how it works:

- Connect and share: Join group video conversations every other week with a group leader and other women who are at the same stage of pregnancy. Chat with moms from your group anytime through your discussion board.
- Watch, read and learn: Visit the online library to see articles, videos and podcasts on pregnancy and postpartum.



**Sign up today.** Download the Wellhop for Mom & Baby app. Or visit **momandbaby.wellhop.com**.



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

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator UnitedHealthcare Civil Rights Grievance P.O. Box 30608 Salt Lake City, UTAH 84130

UHC\_Civil\_Rights@uhc.com 1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359**, TTY **711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

#### Online:

https://ocrportal.hhs.gov/ocr/portal/lobby.jsf

Get complaint forms 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 communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359**, TTY **711**. Hours are 8 a.m. – 5 p.m., Monday – Friday.

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ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359**, **TTY 711**.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359**, **TTY 711**.

#### **Traditional Chinese**

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 1-866-292-0359,TTY 711。

#### Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359**, **TTY 711**.

#### Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359**, **TTY 711**.

#### German

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359**, **TTY 711**.

#### **Arabic**

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 711 .

#### Korean

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711** 로 전화하십시오.

#### Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

#### French

ATTENTION: Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le 1-866-292-0359, TTY 711.

## **Tagalog**

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

## Pennsylvania Dutch

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf 1-866-292-0359, TTY 711 aa.

#### Farsi

توجه: اگربه زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً باشماره تلفن 0359-292-866-1, 711 TTY تماس بگیرید.

#### Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa 1-866-292-0359, TTY 711.

## Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359**, **TTY 711**.

### **Amharic**

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