



# Health Talk



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Summer 2021

United  
Healthcare®  
Community Plan

## Stay hydrated

Most people should try to drink about 8 glasses of water each day. But each person's needs are different. Drink any time you feel thirsty.



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## Be your best self

Access on-demand self-help for stress, anxiety and depression on mobile devices via Sanvello, an app that uses cognitive behavioral therapy (CBT) and mindfulness techniques. It is available on your mobile device anytime, anywhere. Activities on the Sanvello app include:

- **Daily mood tracking.** Answer simple questions each day to capture your current mood, identify patterns and self-assess progress.
- **Personalized progress.** Through weekly check-ins, the Sanvello app creates a road map for improvement.
- **Guided journeys.** These clinical techniques help you feel more in control and build long-term life skills.
- **Coping tools.** Find tools to help you relax, be in the moment or manage stressful situations.
- **Community support.** Connect anonymously with other users and share advice, stories and insights.



## A healthy pregnancy

The earlier you start your prenatal care — also known as care you receive while pregnant — the better. Early and regular prenatal care can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will also get to listen to your baby's heartbeat.

Prenatal appointments will likely be scheduled at the following times:

- Once a month from weeks 4 to 28
- Every 2 weeks from weeks 28 to 36
- Every week from weeks 36 to 40

You can earn rewards through our Healthy First Steps® program by attending your prenatal and postpartum appointments. Attend your first appointment to start your pregnancy journey.



**Take the next step.** Sign up for Healthy First Steps today to start earning rewards

for having a healthy pregnancy. Visit [UHHealthyFirstSteps.com](https://www.uh.com/HealthyFirstSteps) to enroll after your first provider appointment. Or call **1-800-599-5985**, TTY **711**, for more information.

# Ask Dr. Health E. Hound®

## Q: How much screen time is too much?

**A:** Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time — except for video chatting with relatives. Instead of screens, simple puzzles, picture books, and arts and crafts can keep toddlers busy in a healthier way.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time this summer:

- Set up rules
- Create time limits
- Keep TVs, tablets and computers out of your child's room
- Set an example by staying active with physical and outdoor activities



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# Prevention is the best medicine

## Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you and your family healthy. Preventive care includes routine well exams, screenings and vaccines to keep you and your family from getting sick or developing other health problems.

All members of your family over the age of 3 should see their primary care provider once a year for an annual well visit. Children younger than 3 need to see their providers more often to get their recommended vaccines and screenings.

At your annual well visit, ask your provider about screenings and vaccines. Screenings can help catch common illnesses and conditions early, when they are easier to take care of. Vaccines protect against serious diseases that may require time in the hospital. See page 4 for an article about vaccines for children.

### Lead screening

If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.

### Developmental and behavioral screenings

These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old – or anytime you have a concern.

### Blood pressure screening

Keeping your blood pressure in check is an important part of maintaining good health. Adults should have their blood pressure checked at each well visit.



### Breast cancer screening

Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

### Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

### Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 50 to 75. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests.



**Time for a checkup?** Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.



## Vaccines save lives

Vaccines are one of the best ways you can protect your child from serious diseases that may require time in the hospital. Everyone aged 6 months and older should get a flu shot each year. See the chart below for more childhood vaccine recommendations from the Centers for Disease Control and Prevention.



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Vaccines for kids (in order of when the first dose should be received)	Shots for babies (birth–18 months)	Booster shots for young children (4–6 years)	Shots for preteens (11–12 years)
Hepatitis B (HepB)	X X X		
Rotavirus (RV)	X X X		
Diphtheria, tetanus, pertussis (DTaP)	X X X X	X	X
Haemophilus influenzae type b (Hib)	X X X X		
Pneumococcal disease (PCV13)	X X X X		
Polio (IPV)	X X X	X	
Influenza (flu)	yearly	yearly	yearly
Measles, mumps, rubella (MMR)	X	X	
Chickenpox (varicella)	X	X	
Hepatitis A (HepA)	X		
Human papillomavirus (HPV)			X X
Meningococcal disease			X

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

## Here comes the sun

### Protect your skin while you’re out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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# Know where to get care

## Primary care, virtual visits, urgent care or emergency room?

When your child is sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help your child get the treatment they need faster.

### When can your child's primary care provider take care of them?

For most illnesses and injuries, your child's primary care provider's office should be the first place you call. They can treat:

- Allergies
- Chronic conditions
- Earache
- Fever
- Sore throat

Your child's primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. Your child should also see their provider for well-child visits and any vaccines they need.

### When can you use virtual visits?

Ask your child's provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations.

Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

### When should you go to urgent care?

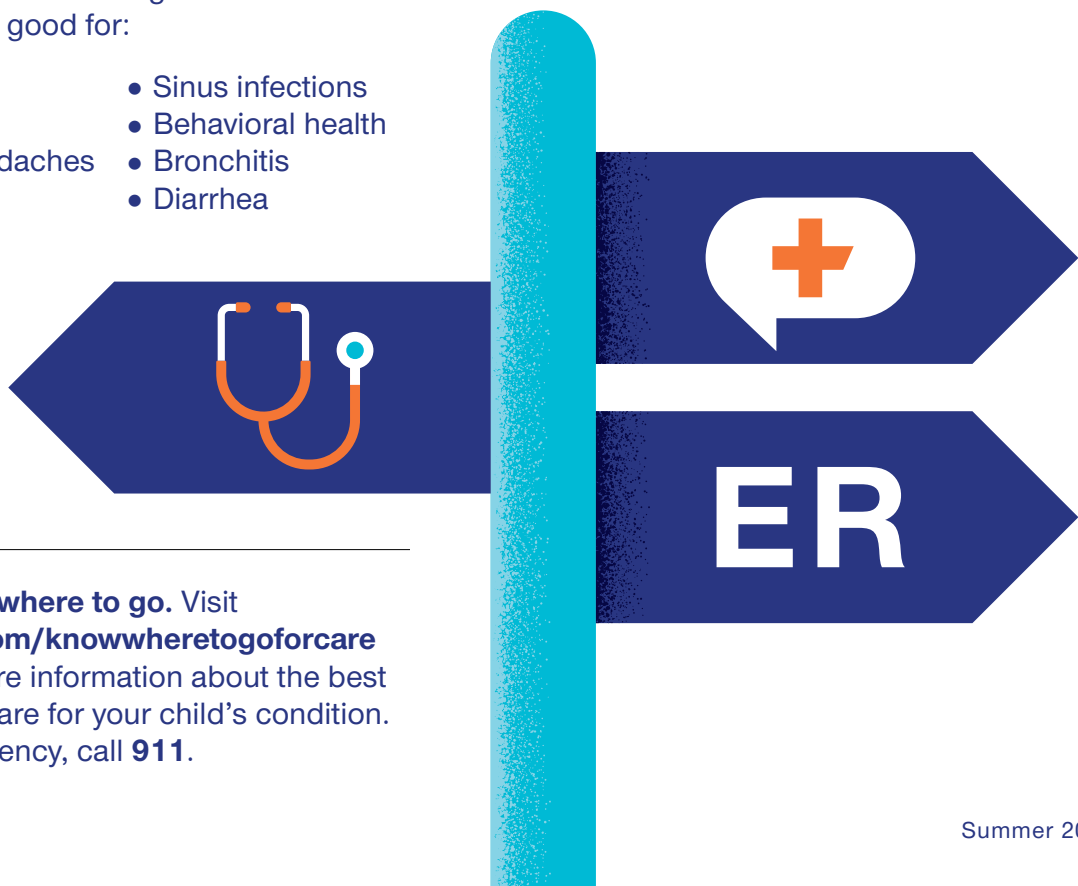
If your child cannot get in to see their provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

### When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



**Know where to go.** Visit [uhc.com/knowwheretogoforcure](https://uhc.com/knowwheretogoforcure) for more information about the best place to seek care for your child's condition. In a true emergency, call **911**.

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-866-675-1607, TTY 711**  
Monday–Friday, 7 a.m.–7 p.m.

**Our website:** Find a provider, view your benefits 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).  
**1-877-440-9409, 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**

**Substance Use Disorder Helpline:** This is a confidential and no-cost service available 24 hours a day, 7 days a week (toll-free).  
**1-855-780-5955, TTY 711**

**Prefer email or text?** Call Member Services toll-free, and give us your email and mobile phone number to receive emails and texts from UnitedHealthcare. Your permission is required to receive emails and texts.  
**1-866-675-1607, TTY 711**  
Monday–Friday, 7 a.m.–7 p.m.

# Get relief

## Tips for managing allergies and asthma in the summer heat

At certain times of year, the outdoor air is filled with pollen and mold spores. For people with allergies, this can mean a stuffy nose, lots of sneezing and itchy/watery eyes. What's more, all of these airborne allergens can make asthma symptoms worse, too.

During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

- **Watch the weather.** Dry, warm and windy days tend to be high-pollen times. When possible, save outdoor activities for cool, damp days.
- **Exercise indoors.** By working out indoors, you can stay away from pollen and outdoor molds.
- **Get help with yardwork.** If you must work outdoors, wear a mask to help keep pollen out of your nose and mouth.
- **Keep windows closed.** Use air-conditioning in your home and car, if possible.
- **After spending time outdoors, shower and change your clothes.** This keeps pollen off your furniture and bedding.



**Take action.** It's important to create an asthma action plan with your primary care provider. Ask whether your plan should be adjusted for the summer allergy season.



istock.com/Steve\_Hardiman

## Summer self-care

Self-care isn't just for adults. It can help improve your child's physical, mental and emotional health, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Have your child do a different self-care activity each day until they score BINGO. Save the card to practice self-care year-round.



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, 7:00 a.m. to 7:00 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, 7:00 a.m. to 7:00 p.m.