



Health Talk



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Summer 2022

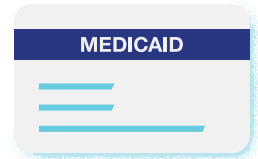
Long Term Care

United
Healthcare
Community Plan

See clearly

Eye exams, frames and lenses including replacement and repair are covered for members under the age of 21. Learn more by calling Member Services toll-free at the number in the resource corner on Page 6 of this newsletter.

Keep your coverage



What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- By mail
- Online
- By phone



Learn more about Medicaid renewal in Arizona at healtharizonaplus.gov, or by calling HealthEArizonaPlus at **1-855-HEA-PLUS (1-855-432-7587)**, TTY **711**, Monday through Friday 7 a.m. – 6 p.m.



Healthy mind, healthy body

You are not alone

According to the National Alliance on Mental Illness, millions of people in the United States are affected by mental illness. In fact, 1 in 5 adults and 1 in 6 adolescents have a mental health concern. One of the most common mental health conditions is having an anxiety disorder.

Anxiety disorders are different from normal feelings of being nervous or anxious. They are feelings of fear or anxiety that do not go away. They can also get worse over time.

If you have a mental health concern, help is available. Some good first steps to take are:

- Call the Behavioral Health Hotline at **1-800-435-7486**, TTY 711
- Make an appointment to talk with a health care provider
- Learn more about mental health at [cdc.gov/mentalhealth](https://www.cdc.gov/mentalhealth)

Just for you

Get personalized health plan information

When you sign up for myuhc.com/communityplan, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit myuhc.com/communityplan.

Health care for everyone

There are too many barriers to good health today. This can be especially true for people of color and those with low incomes.

UnitedHealthcare is committed to making the health care system better. Every member should receive good care and treatment. If there was a time you felt you received a lower standard of care because of race, ethnicity, age or other characteristic, tell us. We want to hear about your experience.

Bias can occur in subtle ways. These are thoughts about an attribute or characteristic that can lead to a negative opinion. Bias may be expressed in actions. This can include eye contact, physical closeness, tone of voice and others. We want to build a more diverse health care system that delivers the same care for everyone.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 6 of this newsletter to let us know how we're doing.



Summer bucket list

5 healthy and fun activities to check off your bucket list this summer

Are you looking for fun ideas to get moving this summer? Here are 5 simple activities to try.



1. Take a walk, and track your steps. Walks are a great way to get low-impact exercise. Use a step-tracking app on your phone to watch your progress.



2. Go for a bike ride. If you don't own a bike, there are many rental options. Adaptive bikes are a good option for people with disabilities. They are modified to fit the needs of the rider.



3. Swim. Taking a dip is a great way to exercise and cool off. Visit a local pool, lake or the ocean.



4. Have a barbecue or picnic. Summer is the time for eating outdoors with family and friends. Try our recipe for a bright and healthy side dish: healthtalksiderecipe.myuhc.com.



5. Plant a garden. If you don't have the space for your own outside garden, you can use planters made for indoors. Try starting small with easy-to-grow herbs, such as basil, chives or mint. Then use them in your next meal.



Explore more

Looking for even more activities to do this summer? Check out the list of state tourism websites at usa.gov/state-travel-and-tourism.



App help

On-demand help with stress, anxiety and depression

Sanvello is an app that offers clinical solutions to help dial down the symptoms of stress, anxiety and depression—anytime. Connect with powerful tools that are there for you when symptoms come up. Stay engaged each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

The Sanvello app is available to you at no extra cost as part of your plan’s behavioral health benefits. You can upgrade to premium for free by following these steps:

1. **Download** the app at sanvello.com and open it.
2. **Create** an account and choose “upgrade through insurance.”
3. **Search** for and select UnitedHealthcare, then enter the information available on your UnitedHealthcare medical insurance card.



Download today. More information is available at sanvello.com. Email info@sanvello.com with any questions.

Be safe

Did you know that keeping old medications in your home can be unsafe? They can be taken by mistake or not used right. You should get rid of old medications if you have any. Here are some things you can do to safely get rid of medications:

- Ask your local pharmacy
- Use a community drug take-back program
- Find additional resources online



Learn more. Visit hhs.gov/opioids/prevention/safely-dispose-drugs/index.html or DEATakeBack.com for more information about getting rid of medications.



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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.

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 **1-800-293-3740**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

Well child visits keep kids healthy!

Checkups are important for good health

Regular well child visits to your PCP are important to keep your child well.

Kids need regular well child visits at all ages, from babies through teenagers.

Well child visits are also called EPSDT (Early and Periodic Screening, Diagnostic and Treatment) visits.

These visits are free. Call your doctor now to make an appointment for a well child visit. The doctor can also help when your child is sick.

Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and transportation to your appointment.

Well child visits may include:

- A physical exam
- Shots or immunizations
- Testing for and treatment of high blood lead levels. (Lead poisoning can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental preventive care, including cleaning, fluoride varnish and sealants for teeth
- Eye exams and hearing tests
- Advice on healthy food and staying active
- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking. (For children with delayed skills, your doctor can refer for therapies to help develop these skills.)
- Questions about your child's health and health history

- Lab tests such as urine and blood tests

For teenagers and young adults, the doctor may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Making good choices and healthy behaviors
- Prevention of sexually transmitted diseases (STDs) and testing for them, which is a covered benefit
- Dangers of smoking, alcohol and other drugs
- Prevention of injury and suicide attempts, bullying, violence and risky sexual behavior
- Birth control (family planning is a covered benefit)

Care management and help with chronic disease self-management is provided as well as oral health screening and tuberculosis testing.



Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).
1-800-293-3740, TTY 711

Our website: Find a provider, view your benefits, download your member handbook or see your member ID card, wherever you are.
myuhc.com/communityplan

Go paperless: Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.
myuhc.com/communityplan/preference

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-440-0255, TTY 711

Arizona Smokers' Helpline (ASHLine): Get help quitting smoking at no cost to you (toll-free).
1-800-55-66-222, TTY 711
azdhs.gov/ashline

Behavioral Health Hotline: Get help for mental health and substance use issues (toll-free).
1-800-435-7486, TTY 711

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

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services and ask to speak with OIFA.
1-800-293-3740, TTY 711

Dispatch Health: Mobile urgent care covering most areas in Maricopa County. Available 7 days a week from 8 a.m. – 10 p.m., including holidays.
1-480-581-6774, TTY 711



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You have the power

Manage your diabetes to help prevent other illnesses

Taking care of your diabetes is very important. Having diabetes puts you at risk for developing complications or other health conditions.

The good news is you have the power to control your diabetes and lower your risk of heart disease, stroke, kidney disease and eye disease. These simple tips can help keep your blood sugar, blood pressure and cholesterol levels in check:

- Eat a healthy diet that is high in fruits, vegetables and whole grains, and low in added sugars
- Exercise regularly – at least 150 minutes per week
- Limit alcohol
- Do not smoke
- Take medications as directed
- See your provider for a checkup at least every 6 months
- Talk with a pharmacist and health care provider about medication management
- Call Member Services to learn more about our case management program



Time for a checkup? We can help you find a new provider if you need one. Call Member Services toll-free at the phone number in the resource corner at left. Or visit **myuhc.com/communityplan**.



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 **1-800-293-3740**, 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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