



Health Talk

Your journey to better health



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Spring 2023 Bonus

¡Voltee para español!

Developmental Disabilities

What's inside

Our Member Services team is here to help you. See Page 2 for a story about how we helped a member get their medication.



United
Healthcare
Community Plan

Health + Wellness

What is WIC?

Support for feeding your family

The Women, Infants and Children (WIC) program is for women who are pregnant or have just given birth. It is also for nursing mothers, infants and children up to age 5. It provides a check, voucher or card each month to buy healthy food options. Foods include milk, cheese, eggs, whole grains and peanut butter. You can also get beans, fruits, vegetables, juice and more. Visit fns.usda.gov/wic to learn more and see if you or your children are eligible.



istock.com/studioasper, imagestock



Dinner time. Make a soup with pantry staples. Visit uhc.care/wintersoup for easy ideas.

UnitedHealthcare Community Plan
1 E. Washington St. #900
Phoenix, AZ 85004

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Member Benefit

Health support at your fingertips

Introducing Assurance Wireless Lifeline Service

As a member, or as the guardian of a UnitedHealthcare member, you may qualify for Assurance Wireless Lifeline Service, a mobile phone and service plan, at no cost. As an Assurance Wireless customer, you can easily access:

- Health-related information from UnitedHealthcare
- Benefit and program reminders via text for you and your family
- UnitedHealthcare Member Services

Already have Lifeline? You can switch from your current service provider.



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Apply now. Visit assurancewireless.com/partner/buhc to apply or learn more about Assurance Wireless Lifeline plans.

Get ready to enjoy mobile health support at no cost to you.

Member Experience

A helping hand

When you have issues with your health coverage, we're here to help. Our Member Services team can help you get what you need for your child.

A member was having trouble getting medication. So, they called Member Services for help.

Member Services then worked with the doctor's office and pharmacy. They got the information needed to approve the request. The member got the medicine.

The member was very thankful for the help. They now know they can contact Member Services for any future needs. This kind of help from Member Services is available to all members.



Support when you need it. Call Member Services toll-free at the phone number on Page 6. We're here to help.



Covered Care



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Stay safe

Prevent sexually transmitted infections and unwanted pregnancies

Family planning is a covered benefit. You can access family planning services from any appropriate provider, even if they are not a network provider. They can help with:

- Contraceptive counseling
- Medication
- Supplies
- Oral and injectable contraceptives
- Subdermal implantable contraceptives
- Intrauterine devices
- Diaphragms
- Condoms
- Foams
- Suppositories

If you are sexually active, protect yourself by using a condom every time. Millions of young people get sexually transmitted infections (STIs) each year. STIs can lead to infertility and other permanent health problems.

You and your partner should talk about preventing STIs and unwanted pregnancy. You both also should get tested since many STIs do not have noticeable symptoms. Don't let feeling embarrassed prevent you from seeing a doctor if you think you may have an STI.

Everyday Life



istock.com/SDI Productions

Where to get care

How to choose the right place to get help

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.

Primary care provider (PCP)

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 you may 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.

Urgent care

If you cannot get in to see your PCP, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and

injuries. Many are open at night and on weekends.

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 away. If you go for a minor problem, you may have to wait for a long time.



Did you know?

Your benefits always include transportation services to and from your medical and behavioral health visits. See Page 6 to learn more.

Covered Care

Is your child due for care?

Screenings and vaccines keep your family healthy

Preventive care is important. It helps your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your child may be due for.



Lead screening

Lead poisoning can cause growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2. Kids can also be tested anytime up to 6 years old if you or your child's doctor have concerns.



Developmental and behavioral screenings

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



Dental checkups

Children should see a dentist every 6 months for a cleaning and a checkup. Dentists can give your child fluoride varnish. This protects their teeth from cavities.



Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



Influenza (flu) vaccine

Children 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late for your child to get one this flu season.



COVID-19 vaccine

The CDC recommends that children 6 months and older should get all primary series doses of the COVID-19 vaccine. Children 5 and older should also get a booster dose. An updated booster shot is available. It protects your child from getting really sick from more recent variants of the virus. Your child should wait to get a booster at least 2 months after their last COVID-19 vaccine. Or wait 3 months after the last time they had COVID-19.



Check it out. Checklists to help you prepare for your child's visit are available. Visit childwellnessvisit.myuhc.com.

Member Resources

Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-348-4058, TTY 711

Our website: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are. myuhc.com/communityplan

Member Handbook: Find it online. Or upon request, Member Services will email or mail it to you at no cost.

1-800-293-3740, TTY 711

uhccommunityplan.com/az/medicaid/developmentally-disabled

UnitedHealthcare app: Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store or Google Play

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-877-440-0255, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus, get an Android smartphone at no cost to you.

assurancewireless.com/partner/buhc

Go digital: Sign up for email, text messages and digital files to receive your child's health information more quickly.

myuhc.com/communityplan/preference

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

uhchealthyfirststeps.com



iStock.com/monkeybusinessimages

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, UnitedHealthcare Community Plan can help. Non-emergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

1-888-700-6822 or 1-602-889-1777, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

1-800-348-4058, TTY 711

Sanvello: This health and well-being app has resources like guided journeys, coping tools and community support. Download the app. Create an account. Choose "upgrade through insurance." Search for and select UnitedHealthcare. Enter the information on your member ID card.

sanvello.com

Suicide & Crisis Lifeline: 988

Crisis Lines for Help with Mental Health:
1-844-534-HOPE (4673), 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



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

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY **711**.

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.

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: UnitedHealthcare Community Plan Member Services at **1-800-348-4058**.

Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.