



HealthTALK

SUMMER 2018 | ¡VOLTEE PARA ESPAÑOL!



Did you know?

About 618 people in the United States are killed by extreme heat every year.

Heat-related illnesses happen when the body is not able to properly cool itself. Older adults, young children and people with chronic diseases are most at risk.

Source: Centers for Disease Control and Prevention

Toothache?



A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.

That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.

Members age 21 and over have an emergency dental benefit for a maximum of \$1,000 every 12 months from October 1 through September 30. This is in addition to your \$1,000 regular dental benefit that covers fillings, dentures, etc.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-800-293-3740, TTY 711.**

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UnitedHealthcare Community Plan
1 East Washington, Suite 800
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Under control.

If you are diabetic, you need 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 2 to 3 months. It tells you how well your treatment is working. Get this test 2 to 4 times per year.
- **HEART DISEASE:** People with diabetes have double the risk of 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. Get your blood pressure checked at every visit.
- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **DILATED EYE EXAM:** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so the retina can be checked. It helps find problems before you notice them. Get this test once a year.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services at **1-800-293-3740, TTY 711.**

Get ready for flu season.

Consider getting a flu shot this season.

You need a flu shot each year because there are different kinds of flu each year. Once flu shots become available, get yours as soon as possible.

Even healthy people can get very sick from the flu and spread it to others. Getting a flu shot is the best way to prevent it. When more people get vaccinated, less flu infection can spread throughout the community.

People who have ongoing medical problems are more likely to get the flu. If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death.

If you get your flu shot from a clinic, pharmacy or store, please ask for a receipt that shows what flu shot you had and the date it was given.

Children 19 years and younger must receive their flu shot from a Vaccines for Children (VFC) provider. Check with your family doctor or your child's pediatrician as most are VFC providers. Here are some online resources for finding a VFC provider near you:

- whyimmunize.org
- azdhs.gov/phs/immunization
- bit.ly/2IXdfNa

Your case manager will be asking you for proof that you received the flu shot. It is also a good idea to show it to all the medical providers that you see.

In addition to your flu shot, there are some other ways you can help prevent getting the flu:

- Cover your nose and mouth when you cough or sneeze.
- Wash your hands often with soap and water or use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth.
- Try to avoid close contact with people who are sick.



Prescribed an opioid?

3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever. Long-term care members can contact their case manager for assistance with obtaining help with their addiction.



Need help? Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



Quitting tobacco.

UnitedHealthcare Community Plan offers resources if you want to stop smoking. There are new medicines that help get rid of the desire to smoke. Talk to your doctor or case manager. There is also a website with tips and resources. It is called the Arizona Smokers' Helpline (ASHLine).



Quitting time? Reach ASHLine at ASHLine.org or **1-800-556-6222**.



Sleep tight.

You can reduce the risk of sudden infant death syndrome (SIDS). SIDS is when a baby dies of unknown cause in his or her sleep. The most important way to prevent SIDS is to always place your baby on his or her back to sleep, for naps and at night. Other tips include:

- Put your baby's sleep area next to where you sleep. Share a room, but not a bed.
- Use a firm sleep surface, such as a mattress in a safety-approved crib, covered by a crib sheet.
- Do not put pillows, blankets, bumpers or stuffed animals in the crib.
- Dress your baby in lightweight clothing for sleep. Make sure nothing covers your baby's head.
- Breast-feed your baby.
- Do not smoke around your baby.



Be well.

Take your child for well checkups.

Well checkups are important for children of all ages, from infants through the teen years. They are sometimes called EPSDT (Early, Periodic, Screening, Diagnosis and Treatment) services. At a well checkup, you and your child will go into an exam room together. The kind of checkup depends on the age of your child. The checkup may include:

- Questions about your child's health and health history.
- A physical examination.
- Shots.
- Sight and hearing tests (glasses and hearing aids are covered).
- Questions about what your child eats.
- Questions and tests that help find out how your child is growing and learning.
- Lab tests such as urine and blood.
- Dental care including fluoride polish and sealants.
- Questions about social and behavioral health.

Teens and young adults have special healthcare needs. At their checkups they can learn about:

- Changes in their bodies.
- Self-esteem and good mental health.
- Making good choices.
- Birth control.
- Diet and weight.
- Healthy behaviors.
- AIDS and other sexually transmitted diseases.
- Dangers of alcohol, tobacco and other drugs.

Well checkups are needed at every age. Call your child's PCP to make an appointment. Bring your child's health plan ID card and shot record to every visit. If your child becomes ill, call your doctor for an appointment at any time. Emergency rooms should only be used for real emergencies. Call your doctor for regular checkups or non-emergency health needs.



Life care planning.

Life care planning is an important task for all of us. It is important you let your family members know about the type of medical treatment you want. You can let them know ahead of time the kind of medical treatment you want once you are unable to make medical decisions. You can do this by completing an advance directive or living will. It is never too early to think about these things. An advance directive or living will would speak for you in case you were unable to communicate. An advance directive or living will is a written statement. It tells your family members and others about the medical treatment you want or don't want at the end of life.

Plan ahead. You can get free forms from the Arizona Attorney Generals' Office website at azag.gov/seniors/life-care-planning. Or you can call the Arizona Attorney Generals' Community Outreach & Education offices at **1-602-542-2123** (Phoenix), **1-520-628-6504** (Tucson) or **1-800-352-8431** (Toll free in the state of Arizona, outside Maricopa County). For more information about advance directives or living wills, call your case manager.



Can we help? UnitedHealthcare can help you make an appointment. We can also help with transportation to the doctor's office. Call Member Services at **1-800-293-3740, TTY 711.**

Baby blues.

Know the signs of postpartum depression.

It's normal for new mothers to be worried or tired. Most times these feelings are somewhat mild, last a week or two, and go away on their own. But with postpartum depression, feelings of sadness and anxiety can be extreme. They can interfere with a woman's ability to care for herself or her family. Symptoms include:

- Feeling sad, hopeless, empty, or overwhelmed.
- Crying often or for no apparent reason.
- Worrying or feeling overly anxious.
- Feeling moody, irritable, or restless.
- Oversleeping, or being unable to sleep.
- Having trouble concentrating, remembering details, and making decisions.
- Experiencing anger or rage.
- Losing interest in activities that are usually enjoyable.
- Suffering from physical aches and pains, including frequent headaches, stomach problems, and muscle pain.
- Eating too little or too much.



Don't wait. If you feel you may have baby blues, talk to your doctor or case manager right away. For help 24 hours a day, 7 days a week, call the number on the back of your AHCCCS ID card for Behavioral Health Services, or if you feel you need emergency help call 911 immediately.



Pregnancy plan.

If you are pregnant, be sure to start pregnancy care early. Go to all of your doctor visits. Unless there is a medical reason, your pregnancy should continue for at least 39 weeks. Babies born early are at risk for health problems. These include issues with breathing, temperature or feeding, among others.

After you give birth, be sure to go to your postpartum visit. It is just as important as your pregnancy visits. Your doctor will want to see you by 6 weeks to check for healing, family planning and breastfeeding. Your doctor will also check you for postpartum depression.

It is recommended for your health and the health of your baby that you wait 2 years before giving birth to another child. Safe spacing lowers your risk of complications during pregnancy, early delivery, having underweight and/or premature babies, and gives your body time to heal. Talk to your doctor if you have questions or concerns about having your babies closer together.



Pregnant? UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps®. Call **1-800-599-5985, TTY 711**, to see how you can join.

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. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones or brain. It can cause 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. The test is done on a few drops of blood. If the test finds lead, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Be aware. Learn more about dangerous substances and other children's health topics at uhc.com/kids.



Birth safety.

Protect your baby from HIV.

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit myuhc.com/CommunityPlan or use the **Health4Me app**.

Making a move.

Have you considered moving to a residential facility or do you have a loved one that would benefit from living in a residential facility? Making the decision to leave your home, your neighborhood and your friends can be very stressful. How do you find information about different facilities and care levels? How do you know which facilities are “good” facilities?

Your case manager is there to assist with this decision. Talk to them as soon as you start thinking that residential care could provide the services, care and safe environment you or your loved one would need.

UnitedHealthcare Community Plan does detailed annual on-site reviews of residential facilities. Having the information that any residential facility you or your loved one decides to live in is safe can give you peace of mind. You will know you or your loved one will be in a place that meets regulatory and quality standards.



 **Reach out.** If issues do arise, your case manager is there to listen to your concerns and will report as appropriate to Quality Management for investigation and resolution.



Stay safe.

IUD and implant birth control options.

Knowing all your options for birth control can help you choose the right method for you. Long-acting options are a good choice for many women, and there is no charge or cost. These include the IUD (intrauterine device) and birth control implant. An IUD is a small, T-shaped plastic and/or copper device that your doctor places in your uterus. An implant is a small rod the size of a matchstick that your doctor places under the skin on your arm. Benefits of these options include:

- They are 99 percent effective. They work better than the pill and barrier methods.
- They last 3 to 10 years, depending on which type you choose.
- They are convenient. There are no prescriptions to refill or pills to remember to take.
- They are reversible. When you want to get pregnant you can have them removed.

IUDs and implants do not protect against sexually transmitted diseases (STDs) or HIV. Be sure to use condoms and get screened for STDs regularly.

 **Your choice.** Members have free choice of providers for family planning. Contact your case manager for help in finding family planning providers in your area. Assistance regarding location of PCP/family planning services is available even after a member has lost AHCCCS coverage. There is no requirement to obtain a referral before choosing a family planning provider.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).
1-800-293-3740, 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®

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-877-440-0255,
TTY 711 1-800-855-2880

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

ASHLine: Get free help quitting smoking (toll-free).
ASHLine.org
1-800-556-6222, TTY 711

National Domestic Violence Hotline: Get 24/7 support, resources and advice (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Crush cancer.

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography.

WHY: To catch breast cancer early.

WHEN: Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every 2 years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

WHAT: Colonoscopy.

WHY: To catch or prevent colorectal cancer.

WHEN: Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening.

WHY: To catch or prevent cervical cancer.

WHEN: Pap screening for women every 3 years between ages 21–29. 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.



Are you at risk? Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





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**, Monday through Friday, 8:00 a.m. to 5:00 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 Member Services at **1-800-293-3740, 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 **1-800-293-3740, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

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

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al **1-800-293-3740, TTY 711**, de lunes a viernes, de 8:00 a.m. a 5:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

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

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Si necesita ayuda para presentar su queja, por favor llame a Servicios para Miembros al **1-800-293-3740, TTY 711**.

Se proporcionan servicios para ayudarle a comunicarse con nosotros, tales como otros idiomas o letra grande, sin costo para los miembros. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame a Servicios para Miembros del **1-800-293-3740, TTY 711**, de lunes a viernes, de 8:00 a.m. a 5:00 p.m.