



HealthTALK

SUMMER 2019

LONG TERM CARE

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-293-3740**, TTY 711.



Did you know?

According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer. At least 150 minutes a week of physical activity is recommended. Find out more at [health.gov/moveyourway](https://www.health.gov/moveyourway).



Stay cool.

How to cope with the heat.

Hot summer weather can be uncomfortable. Certain conditions or medications can cause the body to react differently to heat. Extreme heat can bring about heat stroke or other heat-related illness.

There are steps you can take to prevent heat-related illnesses:

- Stay inside in air-conditioned buildings as much as possible.
- Drink lots of water. Don't wait until you're thirsty to drink.
- Dress in lightweight, loose and light-colored clothing.
- Don't engage in difficult activities. Get plenty of rest.

Signs of a heat-related illness include muscle cramps, vomiting or headaches. If you experience these symptoms, seek treatment right away.



UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004

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. It can also be found in soil and in some imported candies, spices and beauty products. More information on lead poisoning can be found at [azdhs.gov/documents/preparedness/epidemiology-disease-control/lead-poisoning/poisoning-flyer.pdf](https://www.azdhs.gov/documents/preparedness/epidemiology-disease-control/lead-poisoning/poisoning-flyer.pdf). 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 12 and 24 months. Arizona requires testing for children who live in at-risk zip codes. Lead testing is part of the well-child visit at these ages.



Expecting? Lead poisoning can cause serious problems during pregnancy, such as premature birth and miscarriage. Talk with your provider to learn more.

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Birth safety.

Without treatment, 1 out of 4 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.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit [myuhc.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) or use the **Health4Me** app.



Help for families.

There are many resources available to help parents in Arizona. Here are some of these resources.

Strong Families AZ. This program offers home visiting services throughout the state of Arizona. Programs include: Arizona Health Start, Early Head Start, Healthy Families Arizona, Nurse-Family Partnership, Parents as Teachers, Family Spirit, High Risk Perinatal/Newborn Intensive Care Program and Safe Care. Find out what programs are available to you at [strongfamiliesaz.com/programs](https://www.strongfamiliesaz.com/programs).

Move Your Way. Physical activity is important for family members of all ages, adults and children. Start with 5 minutes a day! For more information go to [health.gov/moveyourway](https://www.health.gov/moveyourway).

Parents Partners Plus. For this Maricopa County Referral Resource, call **1-602-633-0732** or visit [parentpartnersplus.com](https://www.parentpartnersplus.com).

Birth to Five Helpline. Call **1-877-705-KIDS** or visit [swhd.org/programs/health-and-development/birth-to-five-helpline/](https://www.swhd.org/programs/health-and-development/birth-to-five-helpline/).

Fussy Baby Program. Call **1-877-705-KIDS** or visit [swhd.org/programs/health-and-development/fussy-baby/](https://www.swhd.org/programs/health-and-development/fussy-baby/). Call topics can include: sleep, health and nutrition, safety, challenging behaviors, feeding and eating, general child development, potty training, fussiness/colic and parenting.



Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.

 **See your doctor.** If lifestyle changes are not enough to keep your blood pressure down, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Crush the can.

A simple way to reduce childhood obesity.

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.

 **Learn more.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit azdhs.gov/topics/index.php#obesity-prevention-home for information on these topics and much more.

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 health advice from a nurse 24 hours a day, 7 days a week, (toll-free).
1-877-440-0255, TTY 1-800-855-2880

Healthy First Steps[®]: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.
KidsHealth.org

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

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC): WIC is a nutrition program that helps the whole family learn about eating well and staying healthy.
1-800-252-5942

Crisis Lines:
1-877-756-4090 (Northern Arizona)
1-800-631-1314 (Central Arizona)
1-866-495-6735 (Southern Arizona)

Well child visits.

Regular well child visits are important to keep your child from getting sick. Well child visits are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits. These visits do not cost you anything and have no copays.

Call your doctor to make an appointment for a well child visit. Your child's doctor can also help if your child becomes ill. Bring your child's health plan ID card and shot record to every visit. We can assist you in arranging an appointment and transportation to your appointment. Well child visits may include:

- A physical examination.
- Behavioral health assessment.
- Shots or immunizations.
- Screening and treatment of elevated blood lead levels.
- Sight and hearing tests.
- Counseling on physical activity and nutrition.
- Developmental screenings for age-appropriate speech, feeding and physical activity milestones.
- Fluoride varnish and oral health screenings. Children and teenagers should see their dentist every 6 months for other dental preventive care.
- 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 address:

- Self-esteem and good mental health.
- Changes in their bodies.
- Birth control (family planning is a covered benefit).
- 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.

Care management assistance is available to help coordinate EPSDT visits, and to help with chronic disease self-management including health education and counseling.

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 Member Services at **1-800-293-3740, TTY 711**.



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**, 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 **1-800-348-4058, 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**, Monday through Friday, 8:00 a.m. to 5:00 p.m.