



HealthTALK

WINTER 2019 | ¡VOLTEE PARA ESPAÑOL!



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Expect rewards.

Join Baby Blocks™.

Are you expecting a baby? Join Baby Blocks™. The program helps keep both you and your baby healthy throughout your pregnancy and during your baby's first 15 months of life. You will get email and text reminders about upcoming health care visits. You also get helpful health information at each stage of pregnancy and new parenthood.

When you join Baby Blocks, you also get rewards. You can earn up to 8 gifts for going to important prenatal, well-baby and postpartum visits. Rewards range from health items, to toys and books, to gift cards.



Join today. Visit UHCBabyBlocks.com to sign up for the Baby Blocks rewards program.



UnitedHealthcare Community Plan
10895 Grandview, Ste. 200
Overland Park, KS 66210

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AMC-049-KS-CHIP

Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then 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.



Get checked. Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services at **1-877-542-9238, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.



Sleep tight.

Tips for preventing SIDS.

You can reduce the risk of sudden infant death syndrome (SIDS). SIDS is when a baby dies of unknown causes 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.
- Breast-feed your baby.
- 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.
- Do not smoke around your baby.

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 painted toys made outside of the United States. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child's body leads to lead poisoning. It can result in 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. Lead testing is part of a checkup at these ages. The test is done using a few drops of blood.



Learn about lead. Read all about lead poisoning and other kids' health topics. Visit **KidsHealth.org**. Does your child need to be tested? Ask his or her doctor.

On My Way.

Get ready for the real world.

UnitedHealthcare On My Way (OMW™) is a free online resource. It helps young people deal with real-world situations that can affect their future.

Through UnitedHealthcare OMW, you can learn about:

- **Money.** Create a budget and learn how to save money and do taxes.
- **Housing.** Understand and compare affordable housing options.
- **Work.** Create a resume and get interview tips.
- **Education.** Decide what to do after high school.
- **Health.** Learn important health information and get answers to common health questions.
- **Transportation.** Find out how to get around.

UnitedHealthcare OMW can help with managing bank accounts, finding housing, creating a resume, getting job training, applying for college and more.



Sign up today. Visit uhcOMW.com. To learn more, search for UnitedHealthcare OMW on YouTube and watch our video.



Healthy start.

A good breakfast is important. Eating the right food at the start of your day gives you the energy you need. Find some popular breakfast foods in the word search below.

- | | |
|---------|---------|
| BISCUIT | OATMEAL |
| CEREAL | PANCAKE |
| EGGS | TOAST |
| GRANOLA | WAFFLE |
| MUFFIN | YOGURT |

B T E R M U C F R G E J
I O W J Q H L D N R K G
Y K A N F P I Y R A A S
L P F T O A S T K N I O
A A F D M R H D S O L B
E M L Y U E F G Q L M F
R G E C F P A N C A K E
E B J A F B M L E P C G
C E H B I S C U I T S G
N O I Q N O K H L D F S
G R L D S F A M P A N X
P A N O C Y O G U R T J



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-9238, 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).
1-855-575-0136, TTY 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by texting the word **BABY or BEBE to 511411**. Then enter the participant code HFS.

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

10 facts about depression.

Things to know when you're feeling down.

1. **Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
2. **Depression makes it hard to give.** It's hard to think of other people when you're depressed.
3. **Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
4. **Ongoing irritability can be a symptom of depression.**
5. **Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
6. **Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
7. **People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
8. **Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
9. **Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
10. **Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- Click on "Enter."
- If you do not know your access code, click on "I don't know my access code."
- Go to the "Mind and Body" drop down.
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



Get help. To learn more about your behavioral health benefits, call Member Services toll-free at **1-877-542-9238, TTY 711**.



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

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad, preferencia sexual, preferencia de género 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 número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 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 al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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, 8:00 a.m. to 6:00 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, 8:00 a.m. to 6:00 p.m.