



HealthTALK

SUMMER 2019



KidsHealth®

KidsHealth® is a resource to help parents, kids and teens take charge of their health. Parents can get doctor-approved advice. Kids can find fun health quizzes and games. Teens can get advice about body and mind. Visit [KidsHealth.org](https://www.kidshealth.org) today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

Sunny days.

Stay safe this summer.

Summer is a great time for kids to play outside. But it's important to remember that the sun's rays can be harmful. Here are a few tips to help protect you and your kids this summer:



- **Apply sunscreen.** Use sunscreen with an SPF of 15 or greater. Apply it generously 30 minutes before going outside. Make sure the sunscreen is broad spectrum.
- **Use sunglasses.** Sunglasses protect the eyes from UV rays.
- **Wear a hat.** Make sure the hat covers your child's face, ears, scalp and neck.
- **Mind the time.** Try to go outside in the early morning or late afternoon. The sun's rays are less strong at these times.



Your best shot.

Immunizations keep kids healthy.

Years ago, many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It's important for all children, from babies through teens, to get the right shots at the right time.

Shots for babies (birth–15 months)

- HepB: Hepatitis B (3 doses)
- HepA: Hepatitis A (2 doses)
- DTaP: Diphtheria, tetanus, pertussis (4 doses)
- Hib: Haemophilus influenzae type b (3–4 doses)
- IPV: Polio (3 doses)
- PCV: Pneumococcal (4 doses)
- RV: Rotavirus (2–3 doses)
- MMR: Measles, mumps, rubella (1 dose)
- Varicella: Chickenpox (1 dose)
- Influenza (yearly)

Booster shots for young children (4–6 years)

- DTaP: Diphtheria, tetanus, pertussis
- IPV: Polio
- MMR: Measles, mumps, rubella
- Varicella: Chickenpox
- Influenza (yearly)

Shots for pre-teens (11–12 years)

- Tdap: Tetanus, diphtheria, pertussis
- HPV: Human papillomavirus (3 doses)
- MCV: Meningococcal
- Influenza (yearly)
- HepA: Hepatitis A (only if at high risk)

 **Keep track.** Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.

Cyberbullying.

Know the warning signs.

Cyberbullying, or online bullying, is becoming more common. It is just as serious as in-person bullying. Often it happens around a child's use of a device, such as a phone or tablet. Your child may be a victim, or they may be bullying another child. Warning signs of cyberbullying include:

- Strong emotional reactions when using a device. This includes anger, laughter or upset.
- Noticeable increases or decreases in the use of a device.
- Hiding a device when a parent is around.
- Deleting social network accounts or creating new ones.
- No longer enjoying social situations they used to enjoy.

If you see these warning signs, talk to your child. Mental health professionals can also help your child.

 **Don't wait.** To learn more about recognizing and stopping cyberbullying, visit stopbullying.gov.



Charting health.

Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.

 **Time for a checkup?** We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-866-292-0539, TTY 711**. Or visit our member website at myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app.



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.

Controlling asthma.

Take steps to limit attacks.

Asthma is a disease that affects the lungs and airways. It causes serious coughing and wheezing. Children and adults with asthma can get help from their doctor. Medication can help control daily symptoms.



Sometimes, even with medication, a person can have a severe asthma attack. A bad attack makes it difficult to breathe. This could become an emergency.

To control your asthma, learn what can trigger an attack.

- Exercise. Some people only have attacks after vigorous physical activity.
- Airborne irritants. Things in the air, such as pollen, dust mites, smoke or pet dander.
- Cold or dry air.
- Catching a common cold or the flu.

Develop an asthma action plan. Talk to your doctor about the best way to prevent or manage attacks. You might need to add quick-relief medications or use an inhaler.

 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-866-292-0359, TTY 711**, to learn more.



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. 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.

 **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.



Right on time.

As our member, we want you to get the right services at the right time and in the right place. When you call to make a doctor's appointment, it's important to tell the doctor's office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames:

- **Emergency** — Immediately.
- **Urgent PCP visit** — Within 24 hours.
- **Routine PCP visit with symptoms** — Appointments within 1 week or 5 business days, whichever is earlier.
- **Routine PCP visit without symptoms** — Appointments within 30 calendar days.
- **Specialist visit** — Within 30 days.

 **Need help?** If you are having trouble getting an appointment with your provider, let us know. Call Member Services toll-free at **1-866-292-0359, TTY 711.**



Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records and knows the bigger picture of your health. You may want to see your PCP for symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

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.

For general health questions, call our toll-free NurseLineSM at **1-866-351-6827, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-866-292-0539, TTY 711**.

Resource corner.

Member Services: Find a doctor, ask benefit questions or file a grievance, in any language (toll-free).

1-866-292-0359, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-866-351-6827, TTY 711

Healthy First Steps[®]: Get support throughout your pregnancy (toll-free).

1-877-370-2851, 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

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

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com
1-866-292-0359, TTY 711

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

Online:

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

Get complaint forms 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

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359, TTY 711.**

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359, TTY 711.**

Traditional Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-866-292-0359**，**TTY 711**。

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359, TTY 711.**

Serbo- Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359, TTY 711.**

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359, TTY 711.**

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-866-292-0359**، الهاتف النصي **711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711**로 전화하십시오.

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

Pennsylvania Dutch

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

Farsi

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

Amharic

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