



HealthTALK

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WINTER 2020

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**.

Baby be safe.

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.



Dangers of lead.

Lead is often found in plumbing or paint in older homes. It can also be found in soil and in some imported products. 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.

Your best shot.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your doctor about vaccines for shingles and pneumococcal disease.

Shingles is caused by the herpes zoster virus. This is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems. The vaccine is recommended for adults age 60 and older. Even people who have had shingles or the chicken pox in the past should get the shot. People with weakened immune systems should not get the vaccine.

Pneumococcal disease is caused by the *Streptococcus pneumoniae* bacterium. It can result in severe infections like some kinds of pneumonia (a lung infection) and meningitis (a brain infection). The vaccine is recommended for all adults age 65 and older. Younger adults who smoke or have asthma should also get the shot. It's also important for people with certain health problems.



Time for a checkup? See your primary care provider (PCP) once a year for a checkup. Ask about vaccinations and tests you may need.

Need to find a new PCP? Call Member Services at **1-800-293-3740, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare Health4Me® app.





Abuse of power.

Elder abuse is the mistreatment of an elderly person. Disabled people may also suffer the same kind of abuse. Abuse can be physical, emotional or sexual. It can also involve neglect or abandonment. Some abusers steal from their victims. It can happen at home or at a care facility. An abuser can be a loved one or someone who is paid to provide care for the victim.

If you care for an elderly or disabled person, be aware of the signs of abuse. They include:

- Bruises or other injuries.
- Change in emotional state.
- Sudden change in financial situation.
- Bedsores, weight loss or poor hygiene.



Get help. If you or a loved one is being abused, report it. Help is available. Call the national Eldercare Locator at **1-800-677-1116, TTY 711**. Or learn more about elder abuse at ncea.acl.gov.

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Do you have Medicare?

It may affect how you get your medications.

If you have both Medicare and AHCCCS, you will get your medications through Medicare Part D. You may have small copays for your medications. Talk to your pharmacist about getting a 90-day supply of your medications.

If you use diabetic supplies, you should not have copays. In addition, if you use a small volume nebulizer with medication, the medication should be without copays.



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.**

10 facts about depression.

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), TTY 711**, or the National Hopeline Network phone at **1-800-442-HOPE (4673), TTY 711.**
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.

If you would like assistance with obtaining behavioral health services you can contact your UnitedHealthcare Community Plan long term care case manager. Your case manager will be able to help you find a provider that can meet your needs. Your case manager can help you get an appointment and make transportation arrangements for you to attend your appointment.



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

Well child visits keep kids healthy!

Regular well child visits to your PCP are important to keep your child well. Kids need regular well child visits from birth up to age 21. Well child visits are also called EPSDT (Early Periodic Screening Diagnosis and Treatment) visits. These visits are at no cost. Call your doctor now to make an appointment for a well child visit. The doctor can also help when your child is sick.

Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and transportation to your appointment.

Well child visits may include:

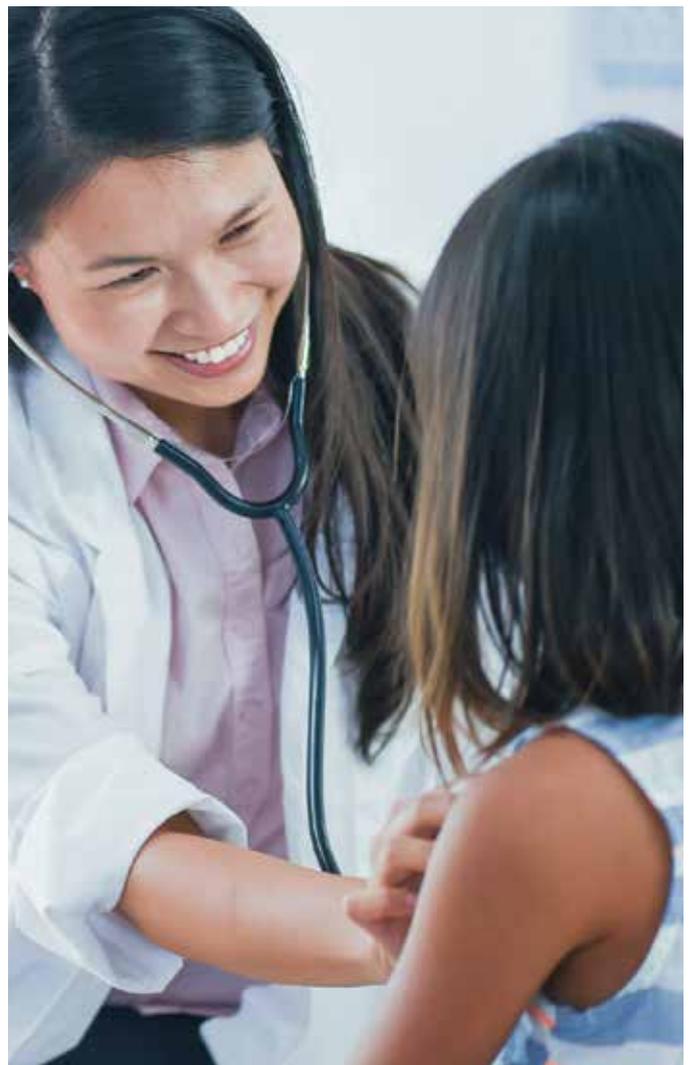
- A physical exam.
- Self-esteem and good mental health.
- Shots or immunizations. (Flu season has begun, and there were measles exposures in August in Maricopa County.)
- Testing for and treatment of high blood lead levels. (Lead poisoning can cause learning problems, hearing loss, brain damage, weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental preventive care, including cleaning, fluoride varnish and sealants for teeth.
- Eye exams and hearing tests.
- Advice on healthy food and staying active.
- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking. (For children with delayed skills, your doctor can refer for therapies to help develop these skills.)
- 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 talk about:

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

Care management and help with chronic disease self-management is provided as well as oral health screening and tuberculosis testing.





Resource corner.

Member Services: Find a doctor, ask benefit questions, request a copy of your provider directory and/or the member handbook, or voice a complaint, in any language (toll-free).

1-800-293-3740, TTY 711

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

myuhc.com/CommunityPlan

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

1-877-440-0255, TTY 711

ASHLine: Get free help quitting smoking (toll-free).

ashline.org

1-800-55-66-222, TTY 711

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

Crisis Lines: 1-877-756-4090

(Northern Arizona)

1-800-631-1314 (Central Arizona)

1-866-495-6735 (Southern Arizona)

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Stay healthy.

A healthy weight promotes long-term good health.

Your doctor can tell you if your child's weight is healthy. Ask your doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.

Eating well can help your child keep a healthy weight. This means eating lots of fruits and vegetables and reducing sugar sweetened beverages, including juices and sports drinks. Regular exercise is important, too. Your doctor can give you advice on how to eat well and make sure your child is getting enough exercise.



Find Dr. Right. Need to find a new doctor for your child? Use our provider directory at **myuhc.com/CommunityPlan**. Or, call

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



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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.