



Health Talk



McMo Productions via Getty Images

Summer 2021

DEVELOPMENTAL DISABILITIES

Did you know?

Due to the COVID-19 pandemic, the Olympic Games were postponed for the first time ever. The 2020 Summer Olympic Games are being played in Tokyo this year in late July and early August.



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United
Healthcare®
Community Plan

Healthy baby

Earn rewards during your pregnancy

The earlier you start your prenatal care, or care you receive while pregnant, the better. Regular prenatal care can help keep you and your baby healthy.

By attending your prenatal appointments, you can earn rewards through our Healthy First Steps® program. Rewards are also given for attending postpartum visits after you give birth and for attending your baby's well-child visits during the first 15 months.



Take the next step. Sign up for Healthy First Steps today to start earning rewards for having a healthy pregnancy. Visit UHCHealthyFirstSteps.com to register. Or call **1-800-599-5985, TTY 711**, for more information.

UnitedHealthcare Community Plan
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Phoenix, AZ 85004

AMC-062-AZ-DD

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Teens and substance use

Substance use is common among teens. According to the Centers for Disease Control and Prevention, about $\frac{2}{3}$ of 12th grade students have tried alcohol, and more than half of high schoolers have tried marijuana.

Using substances as a teenager has been shown to affect brain development. It is also linked to risky behaviors, such as unprotected sex and dangerous driving. And it can cause problems for the teenager later in life. It increases the chance of heart disease, high blood pressure and sleep disorders.

Having a discussion with your teenager about using substances may be difficult, but it can help. Show interest in their hobbies and plan to spend quality time with your teen. This can help you bring up the subject in a natural way. Try not to use harsh or judgmental words during the discussion.



Get guidance. For more information about substance and alcohol use, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

Ask Dr. Health E. Hound[®]

Q: How much screen time is too much?

A: Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time — except for video chatting with relatives. Instead of screens, simple puzzles, picture books, and arts and crafts can keep toddlers busy in a healthier way.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time this summer:

- Set up rules
- Create time limits
- Keep TVs, tablets and computers out of your child's room
- Set an example by staying active with physical and outdoor activities



Dr. Health E. Hound[®] is a registered trademark of UnitedHealth Group

Here comes the sun

Protect your skin while you're out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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Understanding prior authorization

Prior authorization is a review of a requested health service conducted by a clinical professional to ensure that the service requested is medically necessary by meeting standardized medical criteria as well as meeting regulations as set by Arizona Health Care Cost Containment System (AHCCCS). Most services at participating providers through UnitedHealthcare do not require prior authorization, however there are certain services which do require authorization before the service is given. Your primary care physician and/or your current service provider can help you understand if the service they are requesting requires prior authorization. If you need additional information, contact UnitedHealthcare Community Plan Member Services at **1-800-348-4058**, TTY **711**.

AHCCCS defines requests into two buckets for prior authorization, expedited and standard requests:

An **expedited request*** is defined as an authorization requested for a service that if the standard timeframe was followed for issuing an authorization decision it could seriously

jeopardize the member's life, health, or ability to attain, maintain or regain maximum function. Expedited requests meeting these requirements are completed in a 72-hour expedited time frame.

A **standard request*** is defined as a request for a service that does not meet the definition of an expedited service authorization request. Standard requests meeting these requirements are completed in a 14 calendar days time frame from the date the request for service was received.

Extension to the time frame of 14 calendar days may occur when you, your Health Care Decision Maker or your provider (with legal consent of you or your Health Care Decision Maker), requests an extension, or when a prior authorization clinical professional justifies the need for additional information which is found to be in your best interest.

Authorization decisions are made faster and more accurately when we have all the information necessary from your provider.

* non-medication requests

UnitedHealthcare corner

UnitedHealthcare Community Plan offers the following at no cost:

- Wide choice of doctors and hospitals
- Unlimited rides to and from the doctor and pharmacy
- 24/7 NurseLine
- Personal care managers
- Flu shots and other vaccines
- Language assistance
- UnitedHealthcare app for your mobile device
- Behavioral health services
- Pregnant mothers earn great incentives from our Healthy First Steps® rewards program
- Dental care
- Vision care
- Prescription coverage

To find out more about these and other programs, contact UnitedHealthcare Community Plan at **1-800-348-4058**, TTY **711**. Or visit us online at **UHCCommunityPlan.com/AZ**. Benefits for adult dental care and vision care are limited.



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The COVID-19 vaccine

You may be wondering if it is safe to get the COVID-19 vaccine. The U.S. vaccine safety system puts all vaccines through a strict process to make sure they are safe. They are proven to be safe and effective for most people ages 12 and older. Most COVID-19 vaccines require 2 doses.

Get vaccinated when you are eligible. If you have questions about when you are eligible, contact your state health

department. We know the vaccine supply may be limited. When the vaccine is available, it is important for everyone who is eligible to get it. This will help reduce the spread of COVID-19.



It's your best shot. Visit UHCCommunityPlan.com/covid-19/vaccine for the

latest information about the COVID-19 vaccine.

You're not alone

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you're worried about your own substance use, you may feel helpless. You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

Medication Assisted Treatment (MAT) combines the use of medication as well as services such as counseling. This provides a thorough approach to the treatment of substance use disorders. MAT has been shown to reduce physical cravings, as well as take care of behaviors that may lead to relapse.

Call us. We care. The Substance Use Disorder Helpline (**1-855-780-5955**, TTY **711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Get support. Call the Substance Use Disorder Helpline at **1-855-780-5955**, TTY **711**, 24 hours a day.



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Wellness for women

Take advantage of women's preventive health services

UnitedHealthcare Community Plan provides women's preventive healthcare services for you every year. There is no copayment or other charge for this.

UnitedHealthcare Community Plan will provide you with transportation if needed for this medically necessary visit. We can help you schedule an appointment with your gynecologist or primary care provider (PCP) for this important yearly exam. No referral from your PCP is required to see a gynecologist in our network. We can help you choose a gynecologist or PCP.

The covered services in the well-woman preventive care visit include:

- Clinical breast exam
- Family planning counseling
- Immunization for HPV (human papillomavirus), a sexually transmitted infection recommended between 11–26 years of age
- Mammogram to screen for breast cancer
- Preconception counseling to detect and reduce risk factors before getting pregnant
- Physical examination

Other services include labs and, depending on your age, screening for colon cancer and diabetes. Dental, hearing and eye exams, and screening for cervical cancer, osteoporosis and cholesterol may be done by your doctor as needed.

This well woman visit is fully covered and recommended to be done every year. Preventive care keeps you well by checking for early signs of any health issues to find and treat them early. Your PCP will check that you are up to date for immunizations and counsel you for proper nutrition and physical activity, a healthy weight, tobacco and substance abuse issues, depression, interpersonal and domestic violence screening, and STDs (sexually transmitted diseases). The doctor can then refer you, if needed for further evaluation, diagnosis or treatment.



Stay well. Call Member Services at **1-800-348-4058**, TTY **711**, for more information.

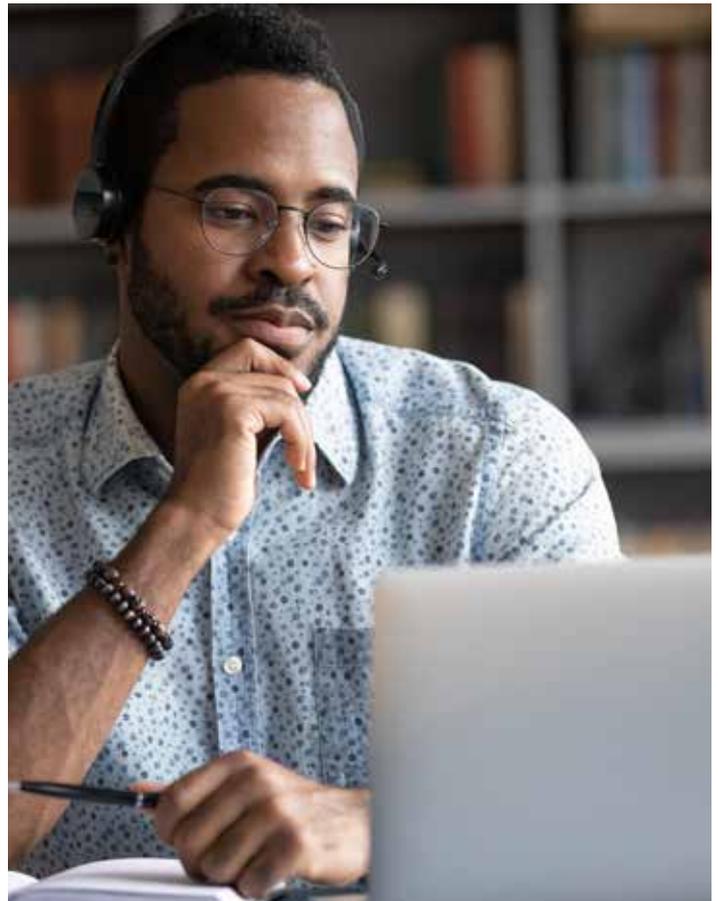


Virtual visits for behavioral health

You can meet with a behavioral health doctor or counselor online, through private and secure videochat. We call the online visit a virtual visit. Use secure videochat to connect with your doctor or counselor in real time through the internet, at no additional cost to you. Through a virtual visit you can get help to review how you feel, discuss problems, or get medicine, when appropriate. Virtual visits use secure, HIPAA-compliant technology, and visits can be done from the privacy of your own home. You can enjoy less wait time to get a visit with a network of 200+ doctors and counselors in Arizona.



Take the first step. Log on to **LiveAndWorkWell.com** with your access code. Under Quick Links, select “Find a Provider.” Click “Telemental Health” to find a provider licensed in Arizona.



istock.com/fizkes

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 **1-800-348-4058**, TTY **711**. Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

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**, 8 a.m. - 5 p.m., Monday - Friday.



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Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-348-4058, TTY 711

Our website: Find a provider, view your benefits 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

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services, and ask to speak with OIFA.

1-800-348-4058, TTY 711

Crisis Lines for Help with Mental or Emotional Crisis Situations:

1-877-756-4090, TTY 711

(Northern Arizona)

1-800-631-1314, TTY 711

(Central Arizona)

1-866-495-6735, TTY 711

(Southern Arizona)

App help

On-demand help with stress, anxiety and depression

Sanvello is an app that offers clinical solutions to help dial down the symptoms of stress, anxiety and depression—anytime. Connect with powerful tools that are there for you when symptoms come up. Stay engaged for each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

The Sanvello app is available to you at no extra cost as part of your plan's behavioral health benefits. You can upgrade to premium for free by following these steps:

1. Download the app at **sanvello.com** and open it.
2. Create an account and choose “upgrade through insurance.”
3. Search for and select UnitedHealthcare, then enter the information available on your UnitedHealthcare medical insurance card.



Download today. More information is available at **sanvello.com**. Email **info@sanvello.com** with any questions.

Summer self-care

Self-care isn't just for adults. It can help improve your child's physical, mental and emotional health, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Have your child do a different self-care activity each day until they score BINGO. Save the card to practice self-care year-round.



Contract services are funded under contract with the State of Arizona. 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**, 8 a.m. – 5 p.m., Monday – Friday.

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

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Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.