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HealthTALK

SUMMER 2020



Know where to go.

When should you go to the emergency room (ER)? It depends on how serious your symptoms are. For things you can't control — like trouble catching your breath or loss of vision — go to the ER. If you are hurt in other ways, your primary care provider (PCP) or an urgent care center may be the best place to get the care you need. Visit uhc.com/knowwheretogoforcare to learn more.



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Green thumb.

Gardening can help reduce stress and anxiety.

A recent Gallup survey showed 55% of Americans feel stressed at some point during the day. If you're feeling stressed, consider gardening. Sometimes called "horticultural therapy," gardening can:

- Reduce symptoms of stress and anxiety.
- Help you focus on more positive thoughts.
- Improve your ability to pay attention.

If you don't have the space for your own outside garden, you can use planters made for indoors. Try starting small with easy-to-grow herbs such as basil, chives or mint. Then use them in your next meal!



iStock.com: urfingus



De-stress. To learn more about your behavioral health benefits, call Member Services at **1-866-270-5785, TTY 711.**

UnitedHealthcare Community Plan
P.O. Box 30449
Salt Lake City, UT 84131-0449



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Subtle changes.

How to spot skin cancer.

Did you know skin cancer is the most common cancer in the United States? It can affect anyone, regardless of their skin color. The good news is nearly all skin cancers can be treated if they are found early.

Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

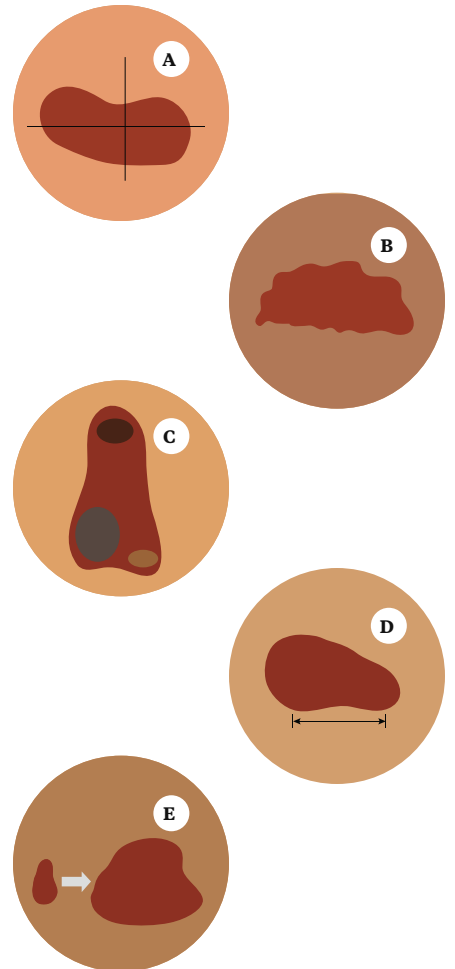
- A. Asymmetry:** One half does not match the other.
- B. Border:** Uneven, jagged or poorly defined borders.
- C. Color:** Variety of colors — like brown, tan, red or black — in different areas.
- D. Diameter:** Grows larger than $\frac{1}{4}$ inch across.
- E. Evolution:** Change in size, shape, color, height or any other trait.

A simple way to protect your skin and reduce your risk of developing skin cancer is by wearing sunscreen when you go outside. Use one that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher. Reapply every 2 hours. This helps protect your skin from the sun's cancer-causing ultraviolet (UV) rays.



See a specialist. If you notice any of these subtle skin changes, you should get checked out. Your primary care provider (PCP) may be able to perform a skin exam and a skin biopsy. Or your PCP can refer you to a specialist if needed.

To learn more about your benefits, call Member Services toll-free at **1-866-270-5785, TTY 711**. Or visit our website at **myuhc.com/CommunityPlan**.



A healthy family picnic.

Tips to make your next picnic fun and safe.

Outdoor activities are a great way to have fun and be active. But as COVID-19 has spread across the United States, you might need to take extra steps to keep your family safe and healthy when spending time outdoors. If you're planning a family picnic this summer, try to keep the group small to avoid spreading germs. Here are some more tips:

Bright side dish.

Whether you're grilling, making sandwiches or nibbling on snacks and appetizers, a fresh salad is the perfect addition to any summer meal. Our easy summer salad recipe features cucumbers and cherry tomatoes, which are packed with nutrients and full of flavor. Find the full recipe at healthtalksiderecipe.myuhc.com.

Drink up.

Water is necessary for your body. Staying well hydrated helps you function. Some people find it easier to drink more of it by adding lemon or berries to cold water or seltzer. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good option. In addition to drinking water, limit sugary, alcoholic or caffeinated drinks. They do not hydrate your body the same way water does.

Get moving.

Guidelines say kids ages 6 and older need at least 1 hour of physical activity each day. Here are some ideas to get your kids moving during your picnic outing:

- Walk or ride a bike to the picnic.
- Play catch with a ball or Frisbee.
- Jump rope.





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iStock.com: NiklLitov

Resource corner.

Member Services: Find a doctor, request transportation, ask benefit questions or voice a complaint, in any language (toll-free).
1-866-270-5785, 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).
1-866-270-5785, TTY 711

California Smokers' Helpline: Get free help quitting smoking (toll-free).
1-800-NO-BUTTS (1-800-987-2908), TTY 711

Case Management: Members with complex needs can receive phone calls and home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).
1-866-270-5785, TTY 711

Health Education Materials Resource Library: Access and download health education materials on various wellness topics at **UHCCommunityPlan.com/CA**. Materials are available upon request in large print, braille or other languages.

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-866-270-5785, TTY 711

Time to immunize?

Make sure your child gets all the shots they need.

Call your child's primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off in the chart below. Schedule an appointment if your child is due for any of these shots. With the COVID-19 health crisis, many PCPs have changed how they provide well child visits and vaccinations. For example, vaccinations may be provided in the car, at a specific location or on specific day.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
HepB: Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
HepA: Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
DTaP: Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Hib: Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
IPV: Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
PCV: Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
RV: Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
MMR: Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
Varicella: Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
Influenza (yearly)	<input type="checkbox"/>	<input type="checkbox"/>

It's your best shot. If your child is due for a vaccine, schedule a visit with their PCP today. If your PCP is not offering vaccinations during this time, please call us toll-free at **1-866-270-5785, TTY 711**. We will make arrangements for another office to make sure your child stays on schedule.

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



UnitedHealthcare Community Plan complies with Federal civil rights laws. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose first language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, please call the toll-free member phone number listed on your member ID card.

If you believe that UnitedHealthcare Community Plan has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

Mail: Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

Email: UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

Web: Office for Civil Rights Complaint Portal at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Mail: U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building, Washington, D.C. 20201

Phone: Toll-free 1-800-368-1019, 1-800-537-7697 (TDD).

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 on your health plan member ID card, TTY **711**, 7 a.m. – 7 p.m., Monday – Friday.

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-866-270-5785, TTY: 711**.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición los servicios gratuitos de asistencia lingüística. Llame al **1-866-270-5785, TTY: 711**.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-866-270-5785, TTY: 711**.

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-866-270-5785, TTY: 711**.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-866-270-5785, TTY: 711**번으로 전화해 주십시오.

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**1-866-270-5785, TTY: 711**

Simplified Chinese

请注意：如果您不会说英语，您可以免费获取语言帮助服务。请致电**1-866-270-5785（听障专线：711）**

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Զանգահարեք **1-866-270-5785, TTY: 711**

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-866-270-5785, TTY: 711**

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با **TTY: 711, 1-866-270-5785** تماس بگیرید.

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。**1-866-270-5785, TTY: 711** まで、お電話にてご連絡ください。

Mon-Khmer

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អូល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ
ទូរស័ព្ទ **1-866-270-5785, TTY: 711**

Hmong

LUS QHIA: Yog tias koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj. Hu rau
1-866-270-5785, TTY: 711.

Punjabi

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।
1-866-270-5785, TTY: 711 'ਤੇ ਕਾਲ ਕਰੋ।

Arabic

ملحوظة: إذا كنت تتحدث، فاذكر اللغة، حيث إن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم
1-866-270-5785 الهاتف النصي **711**.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-866-270-5785, TTY: 711 पर कॉल करें।

Thai

โปรดทราบ: หากท่านพูดภาษาอังกฤษไม่ได้ มีบริการให้ความช่วยเหลือด้านภาษาให้แก่ท่านโดยไม่เสียค่าใช้จ่าย
โทร **1-866-270-5785, TTY: 711**.

Laotian

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ
☎ **1-866-270-5785, TTY: 711**