



# Health Talk



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Fall 2021

United  
Healthcare®  
Community Plan

## Get connected

Download the UnitedHealthcare mobile app. It's designed for people on the go. Find it on the App Store or Google Play, or scan here.



## We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines.



**Learn more.** For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

AMC-063-NJ-CAID

CSNJ21MC4887836\_004

OMHC #082-21-67

UnitedHealthcare Community Plan  
P.O. Box 31349  
Salt Lake City, UT 84131



Healthy mind,  
healthy body

## Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.



**Find a provider.** We can help you find a mental health or primary care provider who is a good fit for you. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

# Know your benefits

## EPSDT services are covered under managed care

As a UnitedHealthcare Community Plan member, EPSDT services are available to you. EPSDT stands for Early and Periodic Screening, Diagnostic and Treatment. EPSDT can find health issues. It can also find issues with development. These may include issues related to the autism spectrum disorder (ASD). These issues include problems with communication, behavior and social skills.

Treatment can involve more than one therapy. Each targets a different set of skills to support a child's development. These ASD services are covered under managed care:

- Physical therapy, speech therapy and occupational therapy
- Sensory Integration (SI) by occupational therapists
- Augmentative and Alternative Communication (AAC) assessments and devices
- Applied Behavior Analysis (ABA)
- Developmental Relationship Based Intervention (DRBI)

Developmental approaches for ASD, such as DRBI, focus on the relationship between child and caregiver, and on the abilities of the child. The interventions build on a child's sense of pleasure during a shared experience to increase the flow of communication and result in more complex interactions. The need for DRBI services must be determined by a qualified healthcare professional (QHP) who can make a diagnosis of autism.



**Questions?** If you need ASD services or have questions, call Member Services at **1-800-941-4647**, TTY 711.





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## Fight the flu

### It's time for your annual flu vaccine

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get the flu vaccine each year. It is available in the fall and winter months. It is the first and most important step in protecting you and your family against the flu.

If you have not gotten the COVID-19 vaccine yet, talk to your provider about when you should get it. The FDA-authorized COVID-19 vaccines have been proven to be safe and effective for most people ages 12 and older.



**It's your best shot.** There is no cost to you for the flu or COVID-19 vaccines.

You can get them at any clinic or pharmacy that accepts your plan. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan) to find a location near you.

# Stay well

## Catch up on adolescent well visits and vaccines

Due to COVID-19, many children are behind on their well visits and vaccines. If your child missed their back-to-school checkup this year, it is not too late to make it up.

Well visits are needed all throughout childhood – from babies to teens. These visits may include:

- A physical exam
- Vaccines
- Sight and hearing tests
- Discussion of physical activity and nutrition
- Developmental screenings for speech, feeding and physical activity
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the well visit, ask your child's provider if your child is up to date with their vaccines. Staying on schedule with vaccinations protects your child as well as others from getting sick. If your child missed any of their vaccines this year, it's not too late to make them up.



**Get checked.** Call your child's provider to make an appointment for a well visit. To find a new provider, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

Or call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.





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# Know your risk

Breast cancer and cervical cancer are two of the most common types of cancer in women. Here are some factors that may put you at an increased risk for getting them.

Breast cancer risk factors	Cervical cancer risk factors
Are age 50 or older	Have been infected with human papillomavirus (HPV)
Started your period before age 12 or started menopause after age 55	Have had other sexually transmitted infections (STIs)
Have a mother, sister or daughter who has had breast cancer	Have a mother, sister or daughter who has had cervical cancer
Are not physically active	Have had many sexual partners
Drink alcohol or smoke	Smoke

It's important for all women to get screened for these cancers as recommended by the Centers for Disease Control and Prevention (CDC). Screenings can help catch them in their early stages, when they are easier to treat.

Breast cancer screening guidelines	Cervical cancer screening guidelines
Mammograms, which are an X-ray of the breast, should be done every 2 years for women age 50 or older.	Women between the ages of 21 and 29 should get a Pap smear every 3 years if result is normal. Then Pap and HPV tests at your provider's discretion between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal results.

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-800-941-4647, TTY 711**

**Our website:** Find a provider, view your benefits or see your ID card, wherever you are.  
**myuhc.com/communityplan**

**New Jersey Quitline:** Free counseling service for smokers who are ready to stop.  
**1-866-657-8677, TTY 711**  
**njquitline.org**

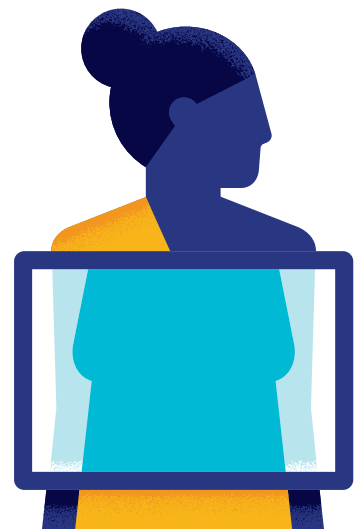
**Healthy First Steps®:** Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).  
**1-800-599-5985, TTY 711**  
**uhchealthyfirststeps.com**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.  
**liveandworkwell.com**



### Make a screening plan.

Talk to your provider about screening for breast cancer and cervical cancer. If you need to find a provider, we can help. Call Member Services toll-free at the phone number listed in the resource corner to the left. Or visit **myuhc.com/communityplan**.





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 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**, 24 hours a day, 7 days a week.

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. You can also 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**, 24 hours a day, 7 days a week.



If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mail e vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711 로 UnitedHealthcare Community Plan 에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተሓሕዙ ዘሎ ሓበሬታ ብቋንቋችሁም ተዘይኮይኑ፤ ብሻብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስማዕ ንተጸገሙ/TTY 711።

Si la información adjunta no esta en su lengua maternal, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຄັດມານີ້ບໍ່ແມ່ນພາສາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647, TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកឆ្លង់ TTY 7111។

Kung ang nakalip na impomasyon ay wala sa iyong panguhanig wika, mangyaring tumawaga sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید وسیله ارطباتی برای نا شنوایان- TTY 711.