



Health Talk



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Summer 2021

United
Healthcare®
Community Plan



Stay hydrated

Most people should try to drink about 8 glasses of water each day. But each person's needs are different. Drink any time you feel thirsty.



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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 UHCommunityPlan.com/covid-19/vaccine for the latest information about the COVID-19 vaccine.

UnitedHealthcare Community Plan of Kansas
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Overland Park, KS 66211

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You're in control

5 tips for a healthier heart

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. Maintain a healthy weight.** A body mass index (BMI) between 18.5 and 24.9 is a healthy weight for adults. You can find out how to figure out your BMI at [cdc.gov/BMI](https://www.cdc.gov/BMI).
- 2. Get moving.** Aim for 30 minutes of moderate-intensity activity 5 days a week.
- 3. Eat well.** Add more fruits, vegetables, whole grains, low-fat dairy and lean proteins to your meals. Reduce saturated fat and added sugars. Limit processed and fast food.
- 4. Limit alcohol.** One drink a day for women or 2 for men is a moderate amount.
- 5. Take your medicine.** If your provider prescribes blood pressure medicine, take it as directed. Use notes, alarms or smartphone apps to help you remember.



Get checked. A healthy blood pressure is 120/80 or lower. Ask your provider if you should have your blood pressure checked at your next visit.



PeopleImages via Getty Images

Healthy mind, healthy body

It's OK to ask for help

Increased stress can lead people to use alcohol and drugs more often. If you or someone you care about is struggling with substance use, help is available.

Getting treatment for substance use can result in a better life. Here are some tips to start recovery:

- **Contact your primary care provider.** They can help you come up with a plan for treatment.
- **Find the right treatment.** Many kinds of help are available. This includes counseling, peer support and medication-assisted treatment (MAT). MAT uses medications along with counseling and behavioral therapies.
- **Get help from family, friends and your community.** Don't try to get better by yourself. Having people you can turn to for support can help.
- **Add a support group.** Talking with others who have "been there" can be helpful. There are many types of online and in-person groups.



Here to help. Contact the behavioral health hotline at **1-800-435-7486**, TTY **711**. They can help you find treatment.

Prevention is the best medicine

Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you healthy. Preventive care includes routine well exams, screenings and vaccines to keep you from getting sick or developing other health problems. All adults should see their primary care provider once a year for an annual well visit.

At your annual well visit, ask about screenings and vaccines. Screenings help catch common illnesses and conditions early, when they are easier to take care of. Vaccines protect you from serious diseases that may require time in the hospital. See the article on page 4 for more information about vaccines for adults.

Breast cancer screening

Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 50 to 75. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests. Talk to your provider about the best option for you.

Lung cancer screening

Adults who are between the ages of 55 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).



Time for a checkup? Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.



Vaccines save lives

Vaccines are one of the best ways you can protect yourself from serious diseases that may require time in the hospital. Vaccines are not just for children. Protection from some childhood vaccines can wear off over time. Adults may also be at risk for vaccine-preventable diseases due to their age, job, lifestyle, travel or health conditions.

Influenza (flu) vaccine

All adults should get an annual flu shot. The flu vaccine changes every year. It is available in the fall and winter months. With COVID-19 in the picture, it's especially important to get a flu shot. We don't want hospitals to become overwhelmed with too many sick patients.

Tetanus, diphtheria, pertussis (Tdap) vaccine

Adults who never received the Tdap vaccine should get a dose of Tdap. Adults who have received a Tdap shot should get a booster dose every 10 years. Booster doses can be either Tdap or Td (a different vaccine that protects against tetanus and diphtheria but not pertussis).

Pneumococcal disease vaccine

Pneumococcal vaccines, which protect against infections in the lungs and bloodstream, are recommended for all adults over 65 years old. They are also recommended for adults younger than 65 who have certain chronic health conditions.

Shingles (herpes zoster) vaccine

The zoster vaccine, which protects against shingles, is recommended for adults age 50 or older.



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Here comes the sun

Protect your skin while you're out having fun

Remember to wear sunscreen when you go outside this summer. Even if it's cloudy, your skin gets exposed to the sun's harmful ultraviolet (UV) rays every time you go outside.

Sunscreen 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.

Be sure to read the sunscreen label and apply — and reapply — as directed. Most sunscreens say you should put them on about 15 minutes before you first go outside. Then sunscreen should be reapplied about every 2 hours or right after swimming or excessive sweating.

Know where to get care

Primary care, virtual visits, urgent care or emergency room?

When you are sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help you get the treatment you need faster.

When can your primary care provider take care of you?

For most illnesses and injuries, your primary care provider's office should be the first place you call. They can treat:

- Allergies
- Back pain
- Chronic conditions
- Earache
- Fever
- Sore throat

Your primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. You should also see your primary care provider for your annual well visit, basic lab tests and any vaccines you might need.

When can you use virtual visits?

Ask your provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations. Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

When should you go to urgent care?

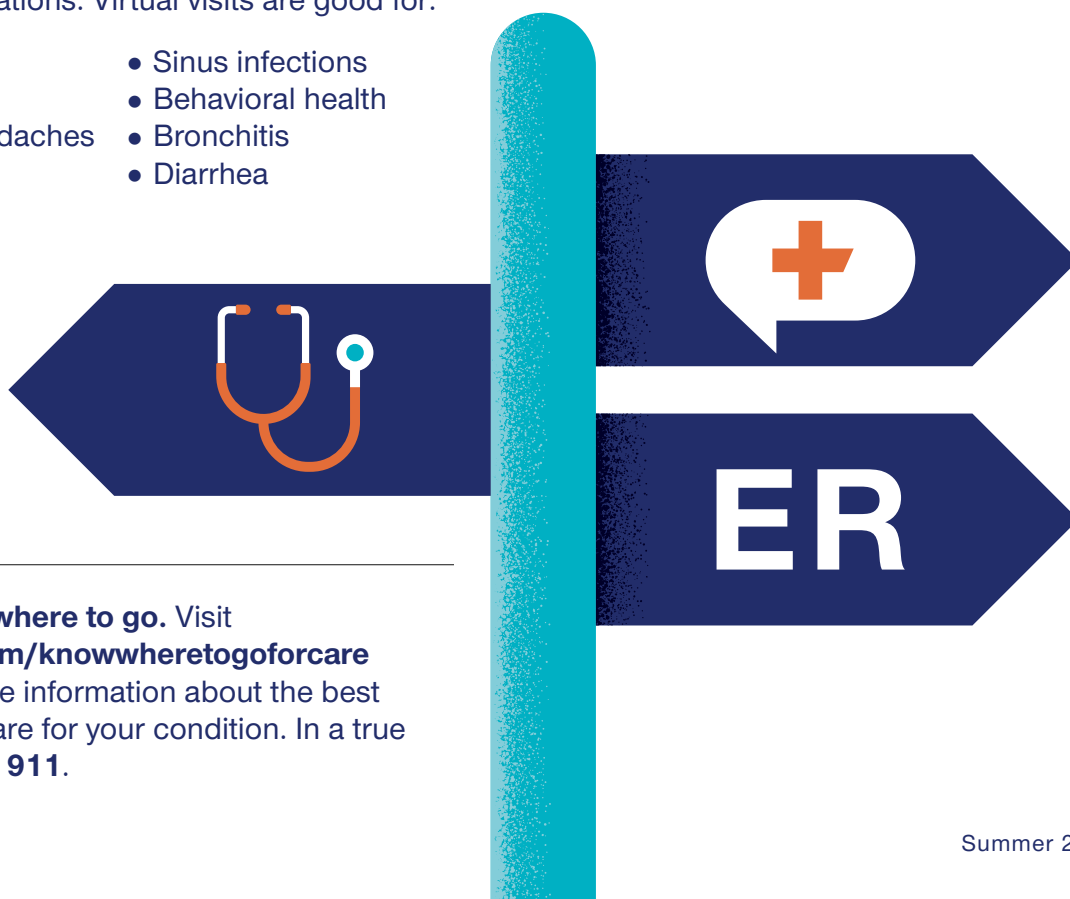
If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



Know where to go. Visit uhc.com/knowwheretogoforcare

for more information about the best place to seek care for your condition. In a true emergency, call **911**.



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Get relief

Tips for managing allergies and asthma in the summer heat

At certain times of year, the outdoor air is filled with pollen and mold spores. For people with allergies, this can mean a stuffy nose, lots of sneezing and itchy/watery eyes. What's more, all of these airborne allergens can make asthma symptoms worse, too.

During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

- **Watch the weather.** Dry, warm and windy days tend to be high-pollen times. When possible, save outdoor activities for cool, damp days.
- **Exercise indoors.** By working out indoors, you can stay away from pollen and outdoor molds.
- **Get help with yardwork.** If you must work outdoors, wear a mask to help keep pollen out of your nose and mouth.
- **Keep windows closed.** Use air-conditioning in your home and car, if possible.
- **After spending time outdoors, shower and change your clothes.** This keeps pollen off your furniture and bedding.



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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).
1-877-542-9238, 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).
1-855-575-0136, TTY 711

Quit For Life®: Get help quitting smoking at no cost to you (toll-free).
1-866-784-8454, TTY 711
quitnow.net

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



Take action. It's important to create an asthma action plan with your primary care provider. Ask whether your plan should be adjusted for the summer allergy season.

Summer self-care

For many people, taking care of family and friends is part of daily life. But it's important to make time to take care of yourself, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO. Save the card to practice self-care year-round.



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

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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**, 8 a.m. – 6 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. Department 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. Or, you can 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**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, TTY 711**.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: 한국어 (**Korean**)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238** الهاتف النصي **711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) (**Burmese**) စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ဖွံ့ဖြိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 (**Japanese**) を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی (**Persian**) صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.