



Health Talk



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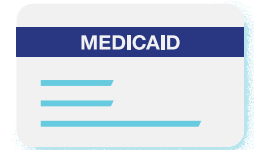
AHCCCS Complete Care

United
Healthcare
Community Plan

See clearly

Eye exams, frames and lenses including replacement and repair are covered for members under the age of 21. Learn more by calling Member Services toll-free at the number in the resource corner on Page 6 of this newsletter.

Keep your coverage



What you need to do to renew

Every year, Medicaid members must renew eligibility to keep their coverage. It is important to renew on time, or your benefits may end. There are a few ways to renew. They could include:

- In person
- Online
- By mail
- By phone



Learn more about Medicaid renewal in Arizona at healtharizonaplus.gov, or by calling HealthEArizonaPlus at **1-855-HEA-PLUS (1-855-432-7587)**, TTY 711, Monday through Friday 7 a.m. – 6 p.m.



Healthy mind, healthy body

You are not alone

Millions of people in the United States are affected by mental illness. That is from the National Alliance on Mental Illness. In fact, 1 in 5 adults and 1 in 6 adolescents have a mental health concern.

Anxiety disorders are feelings of fear or anxiety that do not go away. They can also get worse over time.

If you have a mental health concern, help is available. Some good first steps to take are:

- Call the Behavioral Health Hotline at **1-800-435-7486, TTY 711**
- Make an appointment to talk with a health care provider
- Learn more about mental health at **[cdc.gov/mentalhealth](https://www.cdc.gov/mentalhealth)**

Just for you

Get personalized health plan information

When you sign up for **myuhc.com/communityplan**, you'll get tools to help you use your plan. You can:

- See your member ID card at any time
- Get help with using your benefits
- Find a provider or pharmacy near you
- Update your preferences to get communications the way you want, including texts and emails



Sign up today. It only takes a few minutes. Then you can log in anytime. To get started, visit **myuhc.com/communityplan**.

Health care for everyone

There are barriers to good health today. This can be true for people of color and with low incomes.

UnitedHealthcare is committed to making the health care system better. Every member should receive good care and treatment. If you felt you received a lower standard of care, tell us. It could be because of race, ethnicity, age or something else. We want to hear about your experience.

Bias can occur in subtle ways. Bias may be expressed in actions. This can include eye contact, physical closeness, tone of voice and others. We want to build a health care system that delivers the same care for everyone.

We want to hear about your experience with UnitedHealthcare. Call Member Services toll-free at the phone number in the resource corner on Page 6 of this newsletter to let us know how we're doing.



Well child visits keep kids healthy

Regular well child visits to your primary care provider (PCP) are important to keep your child well. Kids need regular well child visits at all ages. Well child visits are also called EPSDT (Early and Periodic Screening, Diagnostic and Treatment) visits. These visits are free. Call your doctor now to make an appointment. 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
- Shots or immunizations
- Testing and treatment for 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 eating healthy food and staying active
- Tests for speech, feeding and physical activity, such as rolling over, crawling and walking. (For children with delayed skills, your doctor can help to 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 is provided. Help with chronic disease self-management is also provided. You can also get an oral health screening and tuberculosis testing.





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Stay well

Programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our population health programs. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness.

If you would like to participate in any of these programs, you can contact Member Services toll-free at the phone number listed in the resource corner on Page 6 of this newsletter.

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.**

Social determinants of health

Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work and age. They impact health and quality of life. They may be out of your control due to discrimination or an inability to access resources.

Poor health outcomes are often made worse by this interaction. UnitedHealthcare recognizes its effects on the health care delivery system and quality of life. If you are experiencing food insecurity, are at risk for homelessness, are seeking safe and secure housing, or could use assistance to identify resources available from local community programs, call Member Services at **1-800-348-4058**, TTY **711**. Learn more at [healthypeople.gov](https://www.healthypeople.gov).



Managing pain

Dealing with pain is not easy. You may be prescribed medication. It can help you manage your pain. This may include over-the-counter drugs. Or they may be prescription pain killers, such as opioids. However, you may want to consider other options beyond medication. Here are some examples of other ways you can manage pain:

Mind-body techniques

These may include activities like meditation, mindfulness or breathing exercises. Pain often has a mental aspect. These techniques can help with that. Studies have shown that meditation can change how your brain processes pain.

Exercise

Exercise has a number of health benefits, including pain management. Walking, swimming, or stretching can be good options. Being inactive can contribute to pain. Exercise works against that. You can do exercise with mindfulness through activities like yoga or chair yoga.

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, download your member handbook or see your member ID card, wherever you are.
**myuhc.com/
communityplan**

Go paperless: Are you interested in receiving digital documents, emails and text messages? If so, please update your preferences.
**myuhc.com/
communityplan/
preference**

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-440-0255, TTY 711

Arizona Smokers' Helpline (ASHLine): Get help quitting smoking at no cost to you (toll-free).
**1-800-55-66-222, TTY 711
azdhs.gov/ashline**

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

Behavioral Health Hotline: Get help for mental health and substance use issues (toll-free).
**1-800-435-7486,
TTY 711**

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

Crisis Lines for Help with Mental Health:
1-877-756-4090, TTY 711
(Northern Arizona)
1-800-631-1314, TTY 711
(Central Arizona)
1-866-495-6735, TTY 711
(Southern Arizona)

Arizona Supplemental Nutrition Program for Women, Infants and Children (WIC): WIC is a nutrition program that provides additional nutritious food and helps families learn about staying healthy.
**1-800-252-5942,
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**



Beat the rush

Children should have wellness visits throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at **cdc.gov/vaccines**. If your child missed any of their vaccines this year, it's not too late to get them.



Get checked. Call your child's provider to make an appointment today. To find a new provider, visit **myuhc.com/
communityplan**. Or call Member Services toll-free at the phone number listed in the resource corner at left.



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

If you need help with your complaint, please call Member Services at **1-800-348-4058**, 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 **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.