



# Health Talk

Your journey to better health



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Winter 2024

¡Voltee para español!

United  
Healthcare  
Community Plan



## What's inside

When your child is sick or hurt, do you know where to go? See Page 2 to learn the best place to get the care they need based on their symptoms.



Preventive care

## Healthy start

### Schedule a wellness visit for your child

Get off to a healthy start this year by scheduling an annual wellness visit with your child's primary care provider. These visits are a covered benefit under your health plan. They make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they may need
- Talk about important health and safety topics for your child's age
- Make sure your child is developing well

# Know where to go

## The best places to get care

When your child is sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help your child get the treatment they need faster.

### When can your child's primary care provider take care of them?

For most illnesses and injuries, your child's primary care provider should be the first place you call. They may be able to give you advice for at-home care. They also may be able to call in a prescription to your pharmacy.

### When should you go to urgent care?

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

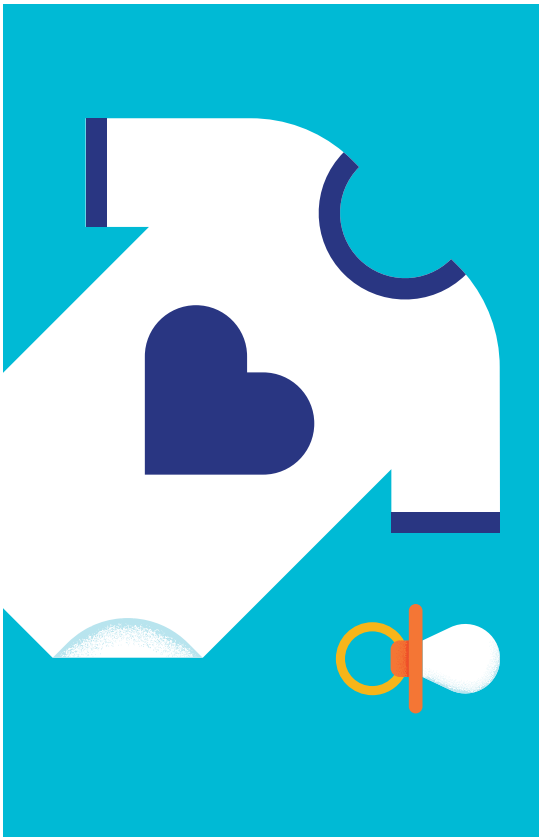
- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures

### 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





## Everyday life

# How much screen time is too much?

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, you can keep toddlers busy with simple puzzles, picture books, and arts and crafts.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms. For example, no using phones at mealtime or no screens in the bedroom.
- Use apps and built-in options that let you limit the use of the device.
- Charge phones and other devices outside of the bedroom.
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects.

## Health + wellness

### Sleep tight

#### Tips for getting a good night's rest

Sleep is very important for babies, children and teens. When kids don't get enough sleep, it can affect their health and behavior. A bedtime routine can help kids get enough sleep at any age. Try these tips:

- **Stick to a bedtime each night.** Remind kids bedtime is coming at least once ahead of time.
- **Have a consistent bedtime routine.** Include quiet time well before bed.
- **Help older kids and teens stick to a bedtime.** Make rules about screen time and using devices at night.



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## Member resources

# Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

**Member Services:** Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-877-542-9238, TTY 711**

**myuhc.com:** Our member portal keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.  
**myuhc.com/communityplan**

**UnitedHealthcare app:** Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

**Download on the App Store® or Google Play™**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

**1-855-575-0136, TTY 711**

**Transportation:** Call Member Services to set up a ride and get connected with our transportation team (toll-free).

**1-877-542-9238, TTY 711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

**1-877-542-9238, TTY 711**

**Assurance Wireless:** Get unlimited high-speed data, minutes and texts each month. Plus, get an Android™ smartphone at no cost to you.

**assurancewireless.com/partner/buhc**

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

**liveandworkwell.com**

**KanQuit:** Get help quitting smoking at no cost to you (toll-free).

**1-800-784-8669, TTY 711**

**ksquit.org**

**Go digital:** Sign up for email, text messages and digital files to get your health information more quickly.

**myuhc.com/communityplan/preference**



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 ပံ့ပိုးထောက်ပံ့မှု 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 **(Farsi)** صحبت می کنید، خدمات ترجمه 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**.