



HealthTALK

SUMMER 2018



KidsHealth®

UnitedHealthcare and KidsHealth® have teamed up to provide advice you need, when you want it. Parents can get doctor-approved advice. Kids can find fun health games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit uhc.com/kids today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

Toothache?



A toothache is the fifth most common reason for an emergency room (ER) visit; but up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.

That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and X-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



Smile. Need to find a dentist in the UnitedHealthcare Community Plan network? Want to know more about your dental benefits? Call Member Services toll-free at **1-800-941-4647, TTY 711.**

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

Ask Dr. Health E. Hound.®


Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.

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 **Get it all.** Learn more about vaccines and other children's health topics at uhc.com/kids.



Breathe easy.

Understanding your asthma or COPD medication.


There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. Long-term medications work gradually.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.

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 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-941-4647, TTY 711**, to learn more.

Prescribed an opioid?


3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.

 **Need help?** Treatment for substance use disorders is a covered benefit. Call the NJ Addiction Services hotline toll-free at **1-844-276-2777, TTY 711** or **1-844-REACHNJ (1-844-732-2665), TTY 711**, to begin recovery. These services are available 24 hours a day, 7 days a week.



5 facts about chlamydia.

1. Chlamydia is the most commonly diagnosed sexually transmitted infection (STI). Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts suggest sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.

 **Find Dr. Right.** See your primary care provider for STI counseling and testing. Need a new PCP? Visit myuhc.com/CommunityPlan, use the **Health4Me®** app, or call Member Services toll-free at **1-800-941-4647, TTY 711**.



Growing up.

Teach teens to take charge of their health.

Teenagers can start learning to be health care consumers. Parents can teach their teens health care skills such as:

- Making medical and dental appointments;
- Writing a list of questions to ask at appointments;
- Talking with the provider;
- Filling out forms; and
- Understanding medications.

Helping teens become involved with their care can be both challenging and rewarding. It can help teens build self-esteem, increase confidence and become more independent. It can also improve their experience with medical providers now and into adulthood.

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



We can help. UnitedHealthcare Community Plan can help your teen choose the right provider. Call Member Services, visit myuhc.com/CommunityPlan or use the **Health4Me** app.

Health on time.

Timely prenatal and postpartum care can help you have a healthy pregnancy, delivery and recovery. Here's when to see your doctor or midwife:

- At least once before your 12th week;
- Every four weeks until your 28th week;
- Every two weeks until your 36th week;
- Every week until delivery; and
- Four to six weeks after delivery (plus two weeks after delivery if you have a C-section).



Learn more. Get

more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit uhc.com/kids.

Stay well.

When does my child need to see the PCP?

Take your baby to the primary care provider (PCP) for well-child visits at the following ages:

- 3 to 5 days;
- under 6 weeks;
- 2 months;
- 4 months;
- 6 months;
- 9 months;
- 12 months;
- 15 months;
- 18 months; and
- 24 months.

Then, take your child or teen to his or her PCP every year through age 20. At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she needs. The doctor will check your child's weight and body mass index (BMI), which is a measure of body fat based on height and weight.



Call today. If your child is due for a checkup, call his or her PCP to make an appointment today. Your child's PCP is listed on his or her member ID card. Take any school, sports or camp forms you need filled out to the appointment.



Sun safety.

Kids get much of their lifetime sun exposure before age 18. It's important to think about sun protection every day — not just when you go to the pool or beach. Starting good sun protection habits early can protect your children from skin cancer as adults.

- Try to avoid exposure in the middle of the day, when the sun is strongest.
- Cover up with clothing and hats.
- Don't let your teen use tanning beds.
- Keep babies covered by the shade of an umbrella or canopy.
- Give your child sunglasses to protect his or her eyes from sun damage.

Sunscreen is one of the best defenses for everyone 6 months of age and over. Use sunscreen with an SPF of 30 or higher every day. Choose a broad-spectrum formula that protects against both UVA and UVB rays. Apply a thick coating 15 to 30 minutes before kids go outside. Reapply often and after a child sweats or swims.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a grievance in any language (toll-free).
1-800-941-4647, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlan
Health4Me®

MyHealthLine™: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby Blocks™: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth®: Get reliable information on health topics for and about kids.
uhc.com/kids

Crush cancer.

Are you due for a screening?

Cancer screenings can help diagnose common cancers early. When diagnosed early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography.

WHY: To diagnose breast cancer early.

WHEN: Mammograms for women starting at age 39 for a baseline, then annually beginning at age 40.

WHAT: Colonoscopy.

WHY: To diagnose or prevent colorectal cancer.

WHEN: Colonoscopy for men and women every 10 years beginning at age 50 if no polyps are found. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening.

WHY: To diagnose or prevent cervical cancer.

WHEN: Pap screening for women every three years between ages 20–29. Pap and HPV tests every three to five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Are you at risk? Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





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, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

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, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

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 mai le 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 711로 UnitedHealthcare Community Plan에 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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Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາພີ່ມແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, 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。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakilip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag 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 ارطبا تی برای نا شنوایان- TTY 711.