



HealthTALK

FALL 2020



Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



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Keep calm.



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Finding the right treatment for ADHD.

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention or controlling their behavior. Or they may be overly active. If your child has ADHD, their provider may suggest behavioral therapy and/or medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. Some medicines may not help. Others may cause side effects. A dose may be too low or too high. That's why it's important for children who take ADHD medicine to see their doctors often for follow-up care.



Does your child take medicine for ADHD? Be sure to keep regular appointments with their provider. Behavioral therapy and counseling also can help.

UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 800
Sugar Land, TX 77478



Telehealth visits.

You may have concerns when it comes to visiting your doctor in person these days. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home.

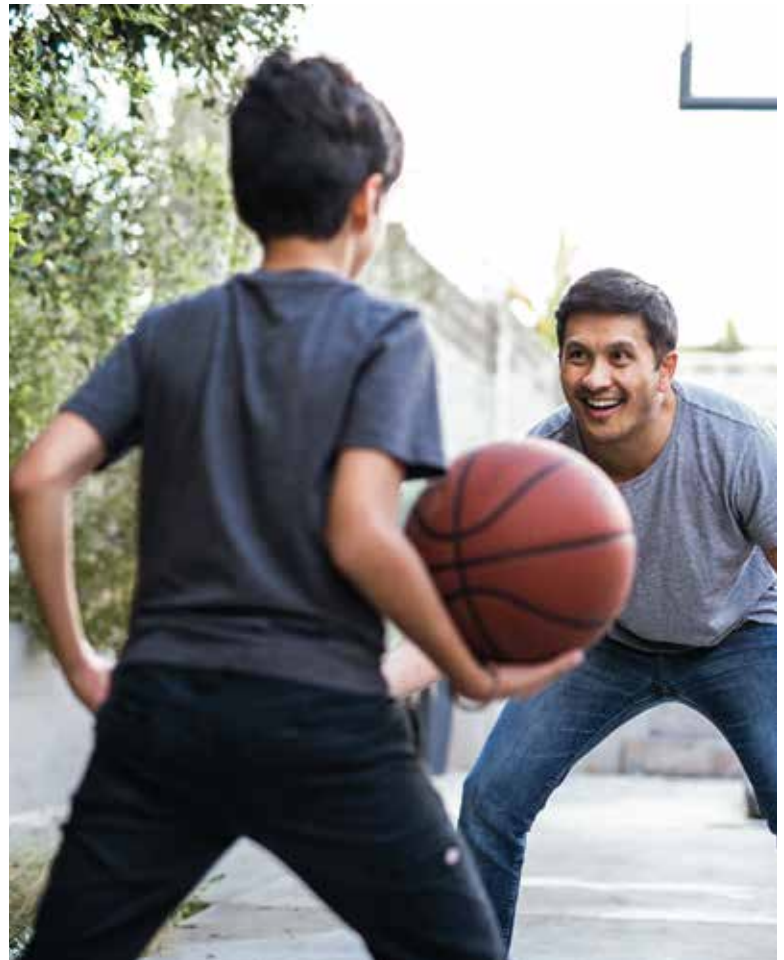
What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. Ask your provider if they offer telehealth services. Telehealth can be a good option for:

- Asking questions about your symptoms.
- Getting advice to help manage your condition(s).
- Getting medicines prescribed and sent to your pharmacy.

If you're not sure if a telehealth visit is the best option for you, call NurseLine first to get advice at no cost to you. Nurses are available 24 hours a day, 7 days a week. The toll-free phone numbers for NurseLine are:

- STAR: **1-800-535-6714, TTY 711**
- CHIP: **1-800-850-1267, TTY 711**
- STAR Kids: **1-844-222-7326, TTY 711**



Take care of mental health.

It's perfectly natural for kids to feel anxious, stressed or frustrated when there is uncertainty in their lives. Here are 4 steps you can take to help your child cope during stressful times.

- 1. Spend quality time together.** Make sure your child knows they are not alone. Plan regular activities you can do as a family. Reading a book together keeps their mind engaged. Going on a walk together is a good and easy way to get some exercise.
- 2. Set a good example.** Show your child ways to stay healthy. Keep up with healthy eating habits, and get plenty of rest and physical activity.
- 3. Share information.** Talk with your child about the ongoing effects of COVID-19. Listen and answer any questions they have.
- 4. Stay connected — but set boundaries.** Use technology to stay in touch with family and friends. Use video chat to “see” people if you can't meet up in person. But set limits for screen time and social media use, as too much can lead to more stress and anxiety.



Take care. Find articles, self-care tools, caring providers, and more mental health and substance use resources at **LiveandWorkWell.com**. You can also call our toll-free help line at **1-866-342-6892, TTY 711**.

Test your COVID-19 and flu IQ.

Know the myths and facts.

We're challenging UnitedHealthcare Community Plan members to a game of trivia in Trivia Outbreak, a free online game. You can earn a high score with your knowledge of entertainment, sports, history and more. First, test your knowledge of flu and COVID-19 myths below. Then visit [TriviaOutbreak.myuhc.com](https://www.myuhc.com/triviaoutbreak) to play the online game.

True or False?

- 1** COVID-19 mainly spreads through contact with surfaces.

False. COVID-19 is mainly spread from person to person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

- 2** If I got a flu shot last year, I still need to get one this year.

True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

- 3** To be effective, you need to wash your hands for at least 20 seconds.

True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

- 4** Hand sanitizer works better than traditional soap because it has alcohol in it.

False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



It's your best shot. There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or any clinic or pharmacy that accepts your plan. Visit [myuhc.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) to find a location near you.





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Resource corner.

Member Services: Find a doctor, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

STAR and CHIP: 1-888-887-9003, TTY 711
STAR Kids: 1-877-597-7799, 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).

STAR: 1-800-535-6714, TTY 711

CHIP: 1-800-850-1267, TTY 711

STAR Kids: 1-844-222-7326, TTY 711

Service Coordination: Get help for special needs of STAR Kids members (toll-free).

1-877-352-7798, TTY 711

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

UHHealthyFirstSteps.com

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

LiveandWorkWell.com

Prefer email? Call Member Services and give us your email address, so we can send important health plan information directly to your inbox (toll-free).

Pasta party.

Try this delicious recipe.

Make pasta for dinner with this family-friendly recipe. Add wagon wheels and easy ingredients like frozen spinach and nuts, and you can't go wrong. This recipe serves 6 (and you will likely have leftovers).

Ingredients.

- 1 pound wagon wheel pasta (can be substituted for other shapes and/or gluten-free pasta)
- 3 tablespoons olive oil
- 3 tablespoons garlic, thinly sliced (8–10 cloves)
- ½ teaspoon kosher salt
- 1 teaspoon crushed red pepper
- 1 pound frozen spinach (defrosted)
- ½ cup Parmesan cheese, freshly grated
- 2 tablespoons pine nuts, toasted (if pine nuts aren't available, try almonds or cashews)

Instructions.

1. Cook the pasta according to the package.
2. If using raw nuts, spread them in a single layer on a microwave-safe plate. Microwave on full power for 1 minute. Stir nuts and continue microwaving in 30-second periods until nuts are golden brown. This can be done in advance.
3. While the pasta is cooking, heat olive oil over medium heat in a large skillet. Add garlic, salt and crushed red pepper. Cook until the garlic starts to turn golden, about 3 minutes.
4. Add the spinach and combine until heated through.
5. While heating the spinach, drain the pasta and reserve 1 cup of the pasta cooking liquid. Put the hot pasta water into the pan, add the drained pasta and stir to combine. Top with Parmesan cheese and toasted nuts.

Nutrition (per serving): 313 calories, 12g protein, 46g carbohydrates (4g fiber), 9g fat (2g sat fat, 7g mono/poly), 268mg sodium

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

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 Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

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, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunice con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا، مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة، أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرَج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پر کال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang maatulongan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maari ka rin humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબરને કોલ કરવા વિનંતી.

Russian	<p>Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.</p>
Japanese	<p>お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。</p>
Laotian	<p>ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດໝາຍໃນພາສາອື່ນ ຫຼື ການພິມຂະໜາດໃຫຍ່ ຫຼື ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທຟຣີທີ່ລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ.</p>