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HealthTALK

FALL 2020



Plan to quit.

Did you know that people who smoke a pack a day spend more than \$2,000 a year on cigarettes on average? And almost 70% of smokers say they want to quit completely.

Save money for things that matter and improve your health. You can quit smoking for good today with the right help.

Resources are available at quitnow.net.



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Mammograms save lives.

Don't be afraid of this screening.

Many women with breast cancer have no symptoms. This is why regular breast cancer screenings are so important. A mammogram is an X-ray of the breast used to check for breast cancer. Women should get one every 2 years starting at age 50.

You may have heard that having a mammogram can be uncomfortable. During the X-ray, you may feel some pressure or pain as 2 plates flatten your breast. But getting checked is fast, and any discomfort is over quickly. Don't be afraid to schedule your screening. It can save your life!



Schedule your screening. If you have any concerns about getting a mammogram, give us a call toll-free at **1-877-542-8997, TTY 711**. We can also help with scheduling an appointment or finding a provider.

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



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. You may also be able to meet with a provider online for urgent needs 24 hours a day, 7 days week.

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. Just call **1-877-543-3409**, **TTY 711**, toll-free.



Take care of your mental health.

It's perfectly natural to feel anxious, stressed or frustrated when there is uncertainty in your life. Here are 5 tips for how to cope during stressful times.

- 1. Establish a routine.** Come up with a way to structure your days. Set up a plan for exercise, connecting with others and doing daily tasks.
- 2. Try a relaxing activity.** Find things that help you manage your stress. Try deep breathing, stretching or meditation. Drawing or coloring can also be calming.
- 3. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support. Use technology to stay in touch. Use video chat to "see" people if you can't meet up in person.
- 4. Set boundaries.** While it's important to have up-to-date, reliable information, you should limit your time watching and reading the news if it makes you feel anxious.
- 5. Keep up with healthy habits.** Your physical health is an important part of your mental health. Avoid using tobacco, alcohol or other drugs as a way to manage stress. Get plenty of rest and physical activity.



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).
1-877-542-8997, 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).
1-877-543-3409, TTY 711

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

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).
1-877-542-8997, TTY 711

SmartHealth expansion pilot.

Some Apple Health (Medicaid) members can use this voluntary wellness program.

The Health Care Authority (HCA) is dedicated to seeking ways to assist Washington State’s most vulnerable populations during the COVID-19 pandemic. In response to the growing mental, physical and emotional needs of these populations, HCA is offering Apple Health clients access to health and wellness resources and activities through a pilot program with SmartHealth. Only select members are included in this pilot program due to the limited number of licenses available. Here are the details:

What is SmartHealth?

SmartHealth is Washington State’s voluntary wellness program that supports you on your journey toward living well. It has a secure and easy-to-use website and offers a variety of activities.

Who is eligible for access?

SmartHealth is available to select Apple Health (Medicaid) eligible adults (ages 19 to 64) and pregnant women in King, Snohomish, Pierce and Spokane counties who have an active email addresses on file. This is not a new Medicaid benefit. It is a pilot project administered by HCA and Limeade (SmartHealth vendor) to address the COVID-19 pandemic, so there are limited licenses available.

How do members know if they’ve been invited to participate?

Members eligible for the program will receive an invitation email.

What types of activities are available?

SmartHealth offers fun activities to help you reach your wellness goals, such as sleeping better, eating healthier and reducing stress. Whether you are trying something new or adding to what you already do, SmartHealth has something for everyone.

How long do users have access to SmartHealth?

If users are eligible, they will have access until Dec. 31, 2020.

How do users access SmartHealth?

Users can visit **smarthealth.hca.wa.gov** or download the Limeade app for iOS or Android. Enter the code “SmartHealth” to get started.



Any questions? Please contact Limeade Customer Service at **1-855-750-8866**. Or send an email to **support@limeade.com**.

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 complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

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 can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997, 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 **1-877-542-8997, TTY 711**.

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 **1-877-542-8997, TTY 711**, 8 a.m. – 5 p.m., Monday – Friday.



English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997, TTY 711.**

Hmong:

Yog cov ntaub ntauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997, TTY 711.

Samoan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-877-542-8997, TTY 711.

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997, телетайп 711.

Ukrainian:

Якщо інформацію, що додається, подано не Вашою рідною мовою, зателефонуйте представнику UnitedHealthcare Community Plan за телефоном 1-877-542-8997, телетайп 711.

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997, TTY 711 로 UnitedHealthcare Community Plan 에 전화주십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997, TTY 711.

Amharic:

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Tigrinya:

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Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997, TTY 711.

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-877-542-8997, TTY:711.



Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-877-542-8997, TTY 711.

Traditional Chinese:

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 1-877-542-8997（聽障專線 (TTY) 為 711）

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-877-542-8997 ស្រមាប់អ្នកប្តឹង TTY: 711។

Tagalog:

Kung ang nakalaking impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997, TTY 711.

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با UnitedHealthcare Community Plan با این شماره تماس حاصل نمایید: 1-877-542-8997 وسیله ارطبابی برای ناشنویان - TTY: 711