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# HealthTALK

SUMMER 2020



Pennsylvania's Children's Health Insurance Program  
**We Cover All Kids.**



**UnitedHealthcare®**  
Community Plan

## 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 quizzes, games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit **KidsHealth.org** today. Please note all information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

## Healthy smiles.

### Orthodontic benefits explained.

Your child's dental health is important to us. Severe crowding of your child's teeth can be the cause of medical problems. Your child (under age 19) may receive braces if they are medically necessary. This means that the teeth must be misaligned and be the cause of medical problems. If the teeth are crowded but not causing medical problems, the braces cannot be approved. Examples of these medical problems may include:

- Severe inability to speak and chew food properly.
- Damage to the teeth and gums as a result of improper alignment.
- Pain in the jaw joints.
- Improper growth of the jaws and surrounding bones and tissues.

If you have any questions regarding your dental benefits, we would like to hear from you. Contact Member Services at **1-800-414-9025, TTY/PA Relay 711.**

UnitedHealthcare Community Plan  
2 Allegheny Center, Suite 600  
Pittsburgh, PA 15212

# 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.

### 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.



**We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**, to learn more.



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## Healthy start.

Healthy eating during pregnancy and early childhood is important for a child's brain and lifelong mental health. The American Academy of Pediatrics recommends enrolling in the Women, Infants and Children (WIC) Program. This program will help you get the good food that you and your baby need.

### The WIC Program:

- Teaches you about healthy eating during pregnancy.
- Helps you gain the right amount of weight during pregnancy and lose weight after delivery if needed.
- Provides breastfeeding support and breast pumps if needed.
- Gives tips and answers your questions about feeding your child.
- Screens you and your child for low iron levels and gives you foods that are high in iron.
- Provides foods that contain protein, iron and vitamins that are important for brain development.



**Eat right.** To see if you are eligible for the WIC Program or to make an appointment, visit **pawic.com**. Or call **1-800-WIC-WINS, TTY/PA Relay 711**.

# Subtle changes.

## How to spot skin cancer.

Did you know skin cancer is the most common cancer in the United States? It can affect anyone, regardless of their skin color. The good news is nearly all skin cancers can be treated if they are found early.

Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

- A. Asymmetry:** One half does not match the other.
- B. Border:** Uneven, jagged or poorly defined borders.
- C. Color:** Variety of colors — like brown, tan, red or black — in different areas.
- D. Diameter:** Grows larger than ¼ inch across.
- E. Evolution:** Change in size, shape, color, height or any other trait.

A simple way to protect your skin and reduce your risk of developing skin cancer is by wearing sunscreen when you go outside. Use one that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher. Reapply every 2 hours. This helps protect your skin from the sun's cancer-causing ultraviolet (UV) rays.



**See a specialist.** If you notice any of these subtle skin changes, you should get checked out. Your primary care provider (PCP) can refer you to a specialist. To learn more about your benefits, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**. Or visit our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



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## Time to immunize?

### Make sure your child gets all the shots they need.

Getting the vaccines you need — at the right time — is important. Immunizations help protect against preventable diseases. Call your child's primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
<b>HepB:</b> Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>HepA:</b> Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
<b>DTaP:</b> Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>Hib:</b> Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>IPV:</b> Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>PCV:</b> Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>RV:</b> Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
<b>MMR:</b> Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
<b>Varicella:</b> Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
<b>Influenza</b> (yearly)	<input type="checkbox"/>	<input type="checkbox"/>



**It's your best shot.** If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**. Or visit our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-800-414-9025 TTY/PA Relay 711**

**Our website:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-844-222-7341, TTY/PA Relay 711**

**Quit For Life®:** Get free help quitting smoking.  
[quitnow.net](http://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**  
[UHCHealthyFirstSteps.com](http://UHCHealthyFirstSteps.com)

**Live and Work Well:** Find articles, self-care tools, caring providers, and more mental health and substance use disorder resources.  
[LiveandWorkWell.com](http://LiveandWorkWell.com)

**Want to receive information electronically?** Call Member Services toll-free and give us your email address (toll-free).  
**1-800-414-9025 TTY/PA Relay 711**

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# 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.



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# 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](https://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](https://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 applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan  
P.O. Box 30608  
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity  
Room 223, Health and Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105-2675  
Phone: **717-787-1127, TTY/PA Relay 711**  
Fax: **717-772-4366**, or  
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

नम्र्य करनः आपनि यदि बालाय कथा बलन, तहले आपनार जन्य विना खरचे भाषा सहायता परिषेवा उपलब्ध आछे। **1-800-414-9025, TTY/PA RELAY: 711** नखरे फोन करन।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सयना: જો તમે ગજરાતી બોલતા હો, તો નિ:શલ્ક ભાષા સહાયતા સેવાઓ તમારા માટ ઉપલબ્ધ છ. કોલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**