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# HealthTALK

SUMMER 2020



## Make your family count!

Did you know that the United States is conducting a census? It is important to respond because the census determines how federal money is spent. It also affects how many representatives your state gets in Congress. You can respond online, by phone or by mail. Learn more and respond today at [2020census.gov](http://2020census.gov).



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## Oh, baby!

### Baby Blocks™ becomes part of Healthy First Steps®.

UnitedHealthcare Community Plan's former pregnancy rewards program — Baby Blocks™ — is now part of Healthy First Steps®. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, [UHCHealthyFirstSteps.com](http://UHCHealthyFirstSteps.com). There you will find:

- New and improved educational content.
- Resources.
- Rewards.
- Case management.



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**Take the first step.** Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit [UHCHealthyFirstSteps.com](http://UHCHealthyFirstSteps.com).

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# 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.

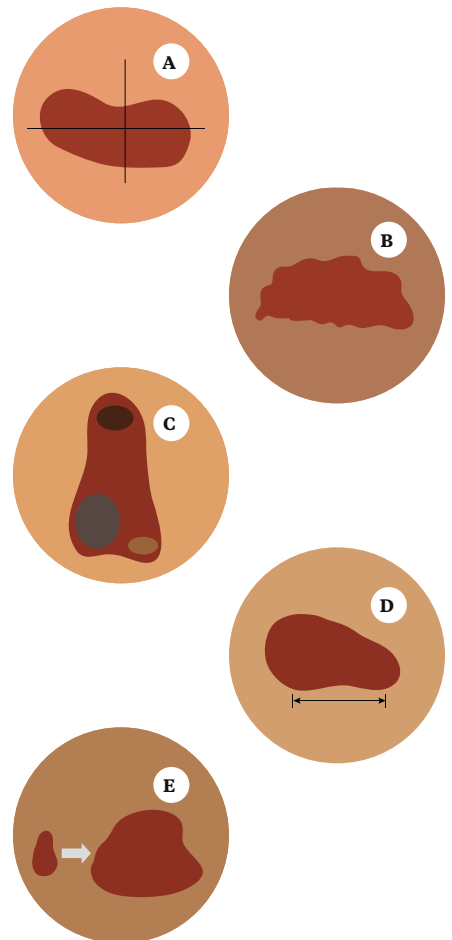
Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

- 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  $\frac{1}{4}$  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 the number on the back of your member ID card. Or visit our website at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).



# A healthy family picnic.

## Tips to make your next picnic fun and safe.

Outdoor activities are a great way to have fun and be active. But as COVID-19 has spread across the United States, you might need to take extra steps to keep your family safe and healthy when spending time outdoors. If you're planning a family picnic this summer, try to keep the group small to avoid spreading germs. Here are some more tips:

### Bright side dish.

Whether you're grilling, making sandwiches or nibbling on snacks and appetizers, a fresh salad is the perfect addition to any summer meal. Our easy summer salad recipe features cucumbers and cherry tomatoes, which are packed with nutrients and full of flavor. Find the full recipe at [healthtalksiderecipe.myuhc.com](http://healthtalksiderecipe.myuhc.com).

### Drink up.

Water is necessary for your body. Staying well hydrated helps you function. Some people find it easier to drink more of it by adding lemon or berries to cold water or seltzer. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good option. In addition to drinking water, limit sugary, alcoholic or caffeinated drinks. They do not hydrate your body the same way water does.

### Get moving.

Guidelines say kids ages 6 and older need at least 1 hour of physical activity each day. Here are some ideas to get your kids moving during your picnic outing:

- Walk or ride a bike to the picnic.
- Play catch with a ball or Frisbee.
- Jump rope.







## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, 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, 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).

**STAR: 1-800-535-6714, TTY 711**  
**CHIP: 1-800-850-1267, TTY 711**  
**STAR Kids: 1-844-222-7326, TTY 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**  
[UHHealthyFirstSteps.com](http://UHHealthyFirstSteps.com)

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

**1-877-352-7798, TTY 711**

**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 and give us your email address (toll-free).

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# Calm your nerves.

## Tips for how to manage stress and anxiety.

It's perfectly natural to feel anxious when there is uncertainty in your life. During stressful times, it can be hard to cope.

However, it's important to try and manage stress and anxiety as part of your overall health. Here are 5 tips on how to deal with it.

- 1. Get regular exercise.** Just 30 minutes per day of walking can help boost your mood and reduce stress. Take a walk around your neighborhood. Or drive to nearby hiking or walking trails for more scenic views.
- 2. Try a relaxing activity.** Meditation, yoga and tai chi can be relaxing. Drawing or coloring can also be calming. So can simply taking a long, deep breath.
- 3. Set goals and priorities.** You don't need to do everything at once. Decide what needs to be done now and what can wait.
- 4. Stay positive.** At the end of the day, focus on what you have accomplished and what you can control. You can always tackle what you didn't get done tomorrow.
- 5. 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. Video chat to "see" people if you can't meet up physically.



**Take care.** To learn about your behavioral health benefits, call Member Services toll-free at the number on the back of your member ID card.



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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 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>