



Health Talk



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Winter 2022

United
Healthcare®
Community Plan



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

Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

A fit family



Easy exercise ideas you can do together

Show your kids the importance of exercise by making time for family fitness. Studies show that children with active parents are 6 times more likely to maintain an active lifestyle.

Exercising is a great way to keep your family healthy and to spend quality time together. Try these fun exercise ideas this winter:

- Simple exercises, such as jumping jacks, sit-ups or push-ups
- Online exercise videos
- Singing and dancing to your favorite songs
- Going on a walk



Try an easy at-home workout.
Learn some simple yoga moves
at healthtalkyoga.myuhc.com.

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

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Heart smart

Know your cholesterol numbers

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. Having high cholesterol increases your risk for heart disease.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.

Time for a change?

Teens have unique health care needs. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider (PCP) who treats adults. Your daughter may need a woman’s health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/communityplan or call Member Services toll-free at **1-800-414-9025**, TTY/PA Relay **711**.

Stay on schedule

Now is the time to catch up on shots

One side effect of the COVID-19 pandemic is that many children did not see their primary care providers (PCPs) to get their scheduled vaccines. This means more children are now at risk for diseases that can be prevented by vaccines.

Talk to your child’s provider about which vaccines your child needs. If your child has fallen behind schedule with their shots, it is not too late to make up the ones they missed. Staying on schedule with vaccinations protects your child as well as others from getting sick.

From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza



The truth about vaping

Some people think that vaping is safer than smoking. But most vaping is not safe. Vaping cartridges contain nicotine and many other chemicals. No matter how it is delivered, nicotine is known to cause addiction. This also affects brain development, memory, learning and mood. Vaping cartridges without nicotine still have chemicals that can be harmful to lungs.

Vaping can be especially dangerous for teens. If your child or their friends are vaping, encourage them to quit. By quitting vaping, teens may find that their performance in sports and physical activities improves. You can also explain that the sooner someone quits, the better their body can fix the damage caused by vaping.

If your child needs help quitting smoking or vaping, talk to their provider. The Pennsylvania Tobacco QuitLine can also help. Your child can call **1-800-QUIT-NOW (784-8669)**, TTY/PA Relay **711**, or visit pa.quitlogix.org to get support for quitting smoking or vaping.



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Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases, such as polio and chickenpox, are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Diseases, such as COVID-19, are not stopped by city, state or international borders. But they can be stopped by vaccines.

With COVID-19 and the flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone 5 years and older is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



Stay safe. For more information about vaccines for the entire family, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines). Find information about the COVID-19 vaccine at [uhcommunityplan.com/covid-19/vaccine](https://www.uhcommunityplan.com/covid-19/vaccine).

Resource corner

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

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

Our website: Find a provider, view your benefits or see your member 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).

1-877-440-0253, TTY/PA
Relay 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/PA
Relay 711

uhchealthyfirststeps.com

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

liveandworkwell.com

Special Needs Unit (SNU): The SNU helps members who have special needs because of physical, developmental, emotional or behavioral conditions. Call if you have special needs and need help.

1-877-844-8844, TTY/PA
Relay 711

Checking in

Checklists for your child's annual wellness visit

Preventive care is important to help your child live their healthiest life. Your child's annual wellness or Early and Periodic Screening, Diagnostic and Treatment (EPSDT/ Bright Futures) screening visit is a key part of their preventive care. At the visit, their provider will do a full exam, check their growth and development, and give them any vaccines they need.

When taking your child for their annual wellness visit, it is good to be prepared. You can print out an annual care checklist before you go. There is also a list of important vaccines for kids. These can be downloaded at **childwellnessvisit.myuhc.com**. Bring these lists to help make sure your child gets the care they need.

You may have questions for your child's provider. Having a list of questions ready in advance will help make sure you don't forget anything important during the visit. Here are 4 questions you may want to ask your child's provider:

1. Which vaccines or screenings does my child need?
2. Do you have any tips for healthy eating?
3. How many hours of sleep should my child get each night?
4. When should I schedule my child's next appointment?



istock.com/vedinguzhva



Check it off. Download the annual care checklist and list of important vaccines for kids at **childwellnessvisit.myuhc.com**.



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 تتوفر 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 សេវាជំនួយផ្នែកភាសាភាគតិចផ្លែ គឺអាចមានសម្រាប់បម្រើជូនអ្នក។ ចុះទូរស័ព្ទទៅលេខ **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 - အကယုၣ် သဠည ဝုမန္တစကား ဝေပုဟပါက ဘာသာစကား အကူအညီကို သင့်အကြံအစဉ် အခမဲ့ ဝေဆာငံြကံဝေးပါမည့်။ ဖုန်းနံပါတ် **1-800-414-9025၊ TTY RELAY: 711** သို့ ဝေငှဆိုပါ။

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.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711.**

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

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૉલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**