



HealthTalk

Your child's journey to better health



What's inside

It's time for your child's annual flu shot. Find out where to go by using our flu shot location finder. Learn more on page 2.

CHIP renewal

Don't lose coverage

CHIP members need to renew their coverage every year. This process is called "redetermination." Your state will reach out and tell you when it is time for your child to renew.

Make sure the state can reach you. Be sure they have your current address, email, and phone number.

It is important to respond when the state contacts you. If you don't, your child risks losing their health plan.



We're here to help

Learn more at
dhs.pa.gov/COMPASS
or call **1-877-395-8930**.



Fight the flu

It's time for your child's annual flu shot

It is important they get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects your child from getting sick with the flu.
2. If they do get the flu, their symptoms will be less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get family's flu shots today. There is no cost to you. Use our online tool that makes it easy to schedule one. Visit myuhc.com/findflushot.

Your child's member handbook is updated annually. Find it on myuhc.com/communityplan.

It includes our Notice of Privacy Practices and Notice of Non-discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Extra benefits

Finding the right treatment for ADHD

If your child has attention deficit hyperactivity disorder (ADHD), their provider may suggest medication. There are several kinds of medicines that treat ADHD.

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 on ADHD medicine to see their doctors often.

Be sure to keep regular appointments with their provider. Behavioral therapy and counseling can also help.

Questions? Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**.



Preventive care

Follow-up care is important

Feeling overwhelmed after your child's hospital or ER visit? Here are 3 steps to help:

1. **Know your child's discharge plan.** Before you leave, ask the nurse or primary care provider (PCP) to explain the instructions. Ask questions about anything you don't understand.
2. **Fill any new prescriptions.** Ask the pharmacist to review the list of medications for any drug interactions.
3. **Follow up within 7 days of discharge.** Schedule a visit with your child's PCP or mental health provider. Bring their discharge papers and a list of new medications.



Need help? It's okay to ask for support. A little help can go a long way in your child's recovery. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**.

Vaping is not safe

You may be surprised to learn that they have dangerous health effects – especially for children, teens, young adults and pregnant women.

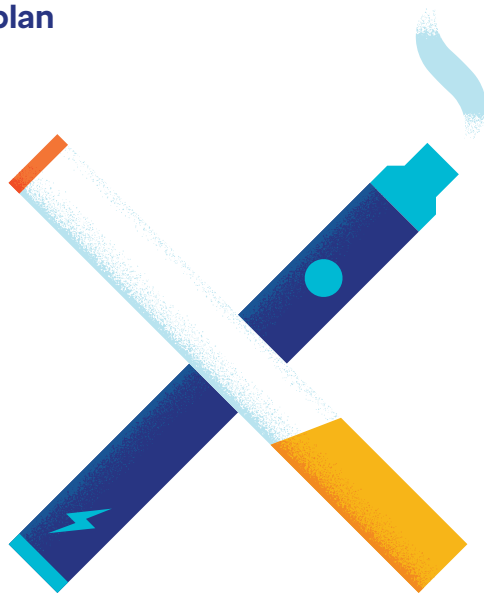
Vapes have nicotine, the same addictive drug found in cigarettes. Nicotine can change how your child's brain works. It can make it harder for them to pay attention, learn and remember things. The good news? There's help if your child wants to stop vaping.

Here's how you can support them:

- Help them make a list of reasons to quit
- Pick a day to quit and encourage them to tell their friends and family
- Get rid of vapes and e-cigarettes
- Ask others not to vape around them
- Talk to their doctor about using nicotine patches or gum

Supporting their plan to quit

Chat with an advocate through **myuhc.comcommunityplan** or the **UHC mobile app**. Or call the PA Tobacco QuitLine: **1-800-QUIT-NOW (784-8669)**, TTY/PA Relay **711**.



How well is your child's asthma controlled?

Asthma control means fewer flare-ups and a better quality of life. Keeping track of your child's symptoms helps their healthcare provider decide whether their treatment plan is working or needs to be adjusted.

Good asthma control is based on:

- How often and how intense symptoms are
- Changes in lung function
- How much asthma limits daily activities
- Risk of future flare-ups

When asthma is well controlled, people tend to feel better, stay more active, and reduce the risk of long-term lung damage.

Asthma control table	 Well Controlled	 Not Well Controlled	 Very Poorly Controlled
Symptoms present (Often out of breath, coughing)	Twice a week or less	More than 2 days a week or multiple times a day	Present throughout the day
Rescue inhaler use (Albuterol)	Twice a week or less	Used more than 2 days a week	Used several times a day
Sleep quality	Good – no nighttime or early wakening	Nighttime awakenings are 2 times a month or more	Nighttime awakenings are more than 1 time a week
Ability to go to work, school or exercise	No limitations	Some limitation	Extremely limited
Next steps	Keep up the good work	Discuss symptoms with your child's doctor at your next appointment	See your child's doctor immediately

We're here to help

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services: 1-800-414-9025,

TTY/PA Relay **711**. Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

NurseLine:

1-844-222-7341, TTY/PA Relay **711**

Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

UHC Doctor Chat: Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

Care Management: 1-800-414-9025,

TTY/PA Relay **711**. Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Suicide & Crisis Lifeline: For help, call **988**.

Go Digital:

myuhc.com/communityplan/preference

Sign up for email, text messages and digital files to receive your child's health information more quickly.

Community Resources:

uhc.care/HTCommResources

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Enhanced Member Support Unit (EMSU) formerly Special Needs Unit:

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

Get support for ongoing physical, developmental, emotional or behavioral conditions.

We can help beyond health care:

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

If your family has a need for food, housing or help with utilities bills, call Member Services (toll-free).

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
Email: **UHC_Civil_Rights@uhc.com**

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-PWBEAO@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, phone or email at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019, 800-537-7697 (TDD)
OCRMail@hhs.gov

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

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-414-9025 (TTY/PA RELAY 711) or speak to your provider.

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-414-9025 (TTY/PA RELAY 711) o hable con su proveedor.

Chinese; Mandarin

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。致电1-800-414-9025 (TTY/PA RELAY 711) 或咨询您的服务提供商。

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन् । पहुँचयोग्य ढाँचाहरूमा जानकारी पर्दान गर्न उपयुक्त सहायता र सेवाहरू पिन निःशुल्क उपलब्ध छन् । 1-800-414-9025 (TTY/PA RELAY 711) मा फोन गर्नुहोस् वा आफ्नो पर्दायकसँग कुरागर्नुहोस् ।

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-414-9025 (TTY/PA RELAY 711) или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم (1-800-414-9025 (TTY/PA RELAY 711) أو تحدث إلى مقدم الخدمة.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-414-9025 (TTY/PA RELAY 711) oswa pale avèk founisè w la.

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-414-9025 (TTY/PA RELAY 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-414-9025 (TTY/PA RELAY 711) або зверніться до свого постачальника.

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電1-800-414-9025（TTY/PA RELAY 711）或與您的提供者討論。

Portuguese

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-414-9025 (TTY/PA RELAY 711) ou fale com seu provedor.

Bengali

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 1-800-414-9025 (TTY/PA RELAY 711) নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-414-9025 (TTY/PA RELAY 711) ou parlez à votre fournisseur.

Cambodian

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរសេវាកម្មជំនួយភាសា ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មដែលជាការជួយដ៏សមរម្យ ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលអាចចូលប្រើប្រាស់បាន ក៏អាចរកបាន ដោយឥតគិតថ្លៃផងដែរ។ ហៅទូរសព្ទទៅ 1-800-414-9025 (TTY/PA RELAY 711) ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។

Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-414-9025(TTY/PA RELAY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-800-414-9025 (TTY/PA RELAY 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.