



# Health Talk



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Winter 2021

United  
Healthcare®  
Community Plan

## What do you think?

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 fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

## Healthy start

### Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



Maryland Heights, MO 63043

UnitedHealthcare Community & State  
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United Health Group

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# Stay on schedule

## Vaccines are important even during COVID-19

One side effect of people staying home due to COVID-19 is that children have not been seeing 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.

Although you may be worried, it is perfectly safe for your child to see their PCP in person to get their shots. Many providers have put extra precautions in place to make sure your visit is safe. Call the provider's office if you have any questions or concerns.

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

When you take your child to get their shots, remember to practice the same safe behaviors you would anywhere else:

- Follow your PCP's advice for entering and exiting the building
- Practice good hygiene before, during and after your visit
- Wear a mask



**We're all in this together.** For more information about getting vaccines during the coronavirus pandemic, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

# Mask tips for kids

Masks help reduce the spread of COVID-19 when they are widely used by everyone over the age of 2. Help protect yourself and others by having your family wear masks in public and when you're around people outside of your household. Here are some tips for helping your kids feel more comfortable with wearing a mask:



## Decorate your masks

Adding a personal touch — like stickers or drawings — can help make them more fun to wear. This might also help kids feel a sense of ownership and control over the situation.



## Teach how to put it on and take it off properly

Handle masks using the ear loops or ties. Always wash your hands before putting on a mask and after removing it.



## Practice wearing masks before you go out

Make sure the mask fits snugly and covers both the mouth and nose.

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## Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety for you or your children. But remember you are not alone. Support is available and 100% covered under your plan.

If you don't feel comfortable seeing someone in person, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to search for providers who offer telehealth options. Here are 2 tips that can help you and your family deal with stress and anxiety:

- **Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.
- **Focus on your body.** Anxiety doesn't just affect your mind. It also puts stress on your body. Making healthy choices can help you feel better. Eat well-balanced meals with plenty of whole grains and vegetables. Exercise regularly. The Centers for Disease Control and Prevention recommends about 20 minutes a day of moderate-intensity activity for adults and 60 minutes a day for children.



**Get support.** Find mental health resources at [LiveandWorkWell.com](https://LiveandWorkWell.com). To find telehealth options, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).



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# Activity zone

## Coloring is calming

If your kids are feeling anxious due to COVID-19, the Centers for Disease Control and Prevention recommends taking a break from everyday activities. Arts and crafts are a great option to de-stress. In fact, coloring — for both children and adults — has been shown to reduce stress and anxiety. Pull out some crayons, colored pencils or markers, and make this page a work of art!

## Resource corner

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

**1-866-292-0359, TTY 711**

**Our website:** Find a provider, view your benefits or see your member ID card, wherever you are.

**[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-866-351-6827, TTY 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 711**

**[UHCHealthyFirstSteps.com](https://UHCHealthyFirstSteps.com)**

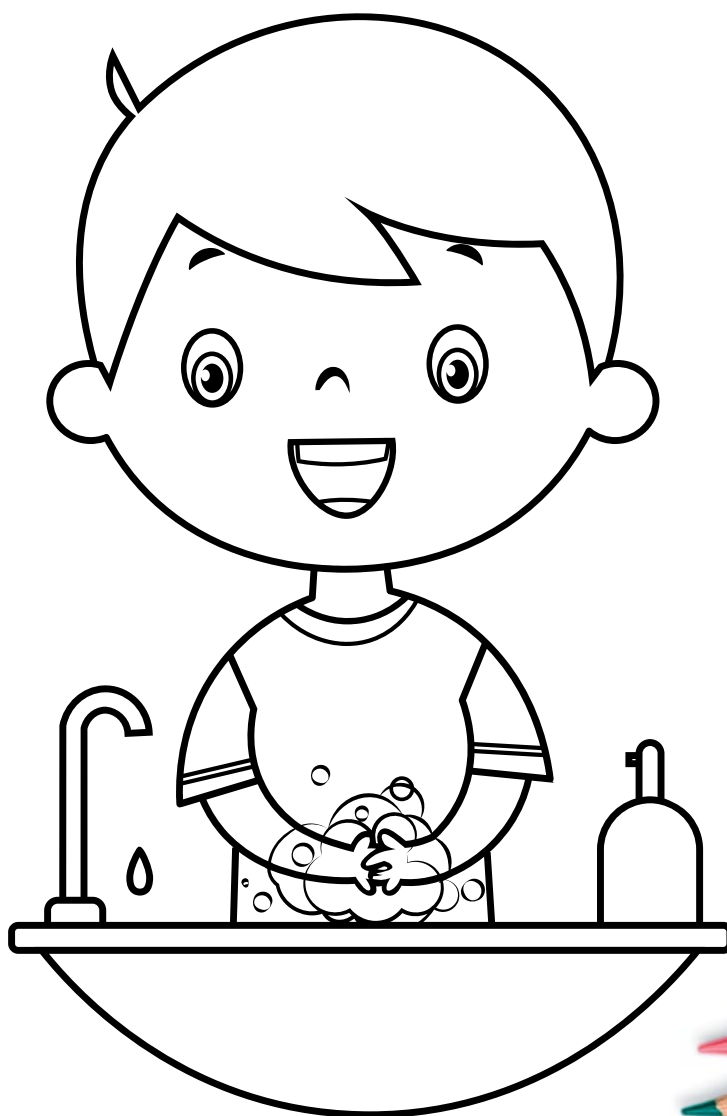
**Live and Work Well:** Find mental health and substance use resources.

**[LiveandWorkWell.com](https://LiveandWorkWell.com)**

**Transportation benefits at no cost for eligible members to and from your doctor visits:** Call Member Services to make a reservation. When asked why you are calling, say “transportation.”

**1-866-292-0359, TTY 711**

**Monday–Friday, 8 a.m.–5 p.m.**



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**Create more.** Download more printable coloring pages at **[healthtalkcoloring.myuhc.com](https://healthtalkcoloring.myuhc.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](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 race, color, national origin, sex, age or disability.

If you think you were not treated fairly due to race, color, national origin, sex, age or disability, you can file a grievance. File it with:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**  
**1-866-292-0359, TTY 711**

You may file on the phone, in person or in writing.

If you need help with your grievance, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services.

**Online:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Get complaint forms 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

We provide communication help at no cost for people with disabilities. This includes materials with large print. It includes audio, electronic and other formats. We also provide American sign language interpreters. If English is not your main language, you may ask for an interpreter. We also provide materials in other languages. To ask for help, call **1-866-292-0359, TTY 711**. Hours are Monday to Friday, 8:00 a.m. to 5:00 p.m.

ATTENTION: If you do not speak English, language assistance services, at no cost to you, are available. Call **1-866-292-0359, TTY 711.**

### **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-292-0359, TTY 711.**

### **Traditional Chinese**

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 **1-866-292-0359**，**TTY 711**。

### **Vietnamese**

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi số **1-866-292-0359, TTY 711.**

### **Serbo- Croatian**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su besplatno. Nazovite **1-866-292-0359, TTY 711.**

### **German**

HINWEIS: Wenn Sie Deutsch sprechen, stehen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-292-0359, TTY 711.**

### **Arabic**

تنبيه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-866-292-0359**، الهاتف النصي **711**.



## **Korean**

참고: 한국어를 하시는 경우, 통역 서비스를 비용 부담 없이 이용하실 수 있습니다. **1-866-292-0359, TTY 711**로 전화하십시오.

## **Russian**

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться услугами переводчика, без каких-либо затрат. Звоните по тел **1-866-292-0359, TTY 711**.

## **French**

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique sans aucun frais. Appelez le **1-866-292-0359, TTY 711**.

## **Tagalog**

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit na serbisyo ng pantulong sa wika, nang wala kang gagastusin. Tumawag sa **1-866-292-0359, TTY 711**.

## **Pennsylvania Dutch**

WICHTIG: Wann du Deitsch (Pennsylvania Dutch) schwetze duscht, kannscht du ebber griege fer helfe mit Englisch unni as es dich ennich ebbes koschte zellt. Ruf **1-866-292-0359, TTY 711** aa.

## **Farsi**

توجه: اگر به زبان فارسی صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-866-292-0359, TTY 711** تماس بگیرید.

## **Oromo**

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa yoo ta'e, tajaajilli gargaarsa afaanii baasii kee malee, ni argama. Bilbilaa **1-866-292-0359, TTY 711.**

## **Portuguese**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, sem custo nenhum. Ligue para **1-866-292-0359, TTY 711.**

## **Amharic**

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