



# 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.



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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).

# Take it easy

Flu season is in full swing. If you have not gotten your flu shot yet this season, it's not too late to get one. The flu shot is your best protection against the illness.

Most people who get the flu do not need medical care. If you get sick with the flu, follow these self-care tips for a more comfortable recovery:

- Take a fever reducer/pain reliever
- Get plenty of rest
- Drink lots of water
- Stay home to keep from giving the illness to others

Adults over age 65, pregnant women, young children and people with certain medical conditions have a higher risk for flu complications. If you are in a high-risk group and develop flu symptoms, contact your provider right away.

## 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.



istock.com: valentinnussanov



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



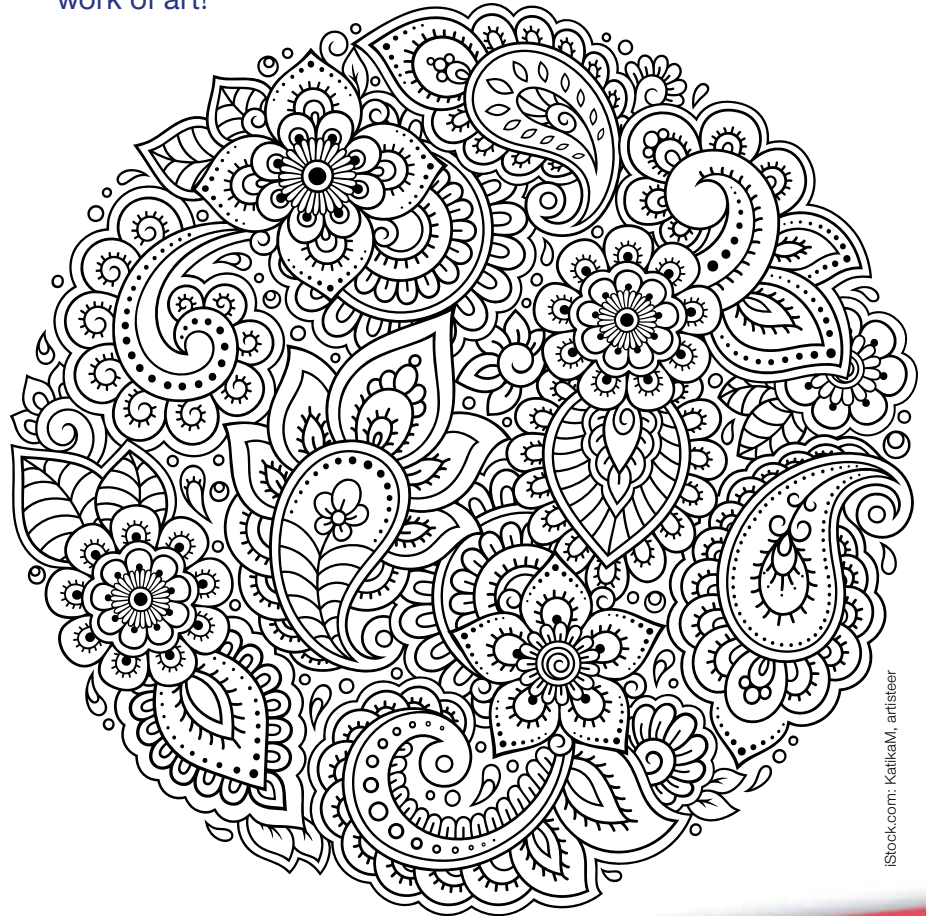


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# Activity zone

## Time to unwind

If you're feeling stressed 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 colored pencils, crayons or markers, and make this page a work of art!



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## Resource corner

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

**1-800-895-2017, TTY 711**

**Our website:** Find a provider, view your benefits 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).

**1-800-542-8630, TTY 711**

**Quit For Life®:** Get help quitting smoking at no cost to you (toll-free).

**1-866-784-8454, TTY 711**

**[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 mental health and substance use resources.

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



**Create more.** Download more printable coloring pages at **[healthtalkcoloring.myuhc.com](http://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).

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-800-895-2017, TTY 711.

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-895-2017, TTY 711.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 1-800-895-2017，或聽障專線 (TTY) 711。

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số 1-800-895-2017, TTY 711.

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 1-800-895-2017, TTY 711 로 전화하십시오.

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa 1-800-895-2017, TTY 711.

ВНИМАНИЕ: Если вы говорите по-**русском (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-800-895-2017, TTY 711.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-895-2017، الهاتف النصي 711.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisyè sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 1-800-895-2017, TTY 711.

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-800-895-2017, TTY 711.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniliśmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 1-800-895-2017, TTY 711.

ATENÇÃO: Se fala **português (Portuguese)**, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-895-2017, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero 1-800-895-2017, TTY 711.

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: 1-800-895-2017, TTY 711.

ご注意：日本語 (**Japanese**) をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号1-800-895-2017、またはTTY 711（聴覚障害者・難聴者の方用）までご連絡ください。



توجه: اگر زبان شما فارسی (Farsi) است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد.  
1-800-895-2017 تماس بگیرید، TTY 711.

ध्यान दें: यदि आप हिन्दी (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें 1-800-895-2017, TTY 711.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 1-800-895-2017, TTY 711.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយភាសាខ្មែរ (Khmer) សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-895-2017។ TTY 711។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kaniam. Maidawat nga awagan iti 1-800-895-2017, TTY 711.

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné (Navajo)** Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiiik'eh, éí ná hóló, kojł' hódíłnih 1-800-895-2017, TTY 711.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 1-800-895-2017, TTY 711.

ध्यान दिनुहोस्: यदि तपाईं नेपाली (Nepali) भाषा बोल्नुहुन्छ भने तपाईंको लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कृपया 1-800-895-2017, TTY 711, मा फोन गर्नुहोस्।

XIYYEEFFANNOO: Afaan **Kushaitii (Cushite)** dubbattu yoo ta'e, tajaajilli gargaarsa afaanii, kanfaltii malee isiniif ni argama. Maaloo lak. 1-800-895-2017 n TTY 711 n bilbila'a.

LET OP: Als u **Nederlands (Dutch)** spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel 1-800-895-2017, TTY 711.

WICHTIG: Wann du **Deutsch schwetzsch (Pennsylvania Dutch)** un Hilf witt mit Englisch, kenne mer dich helfe, unni as es dich ennich ebbes koschte zellt. Ruf 1-800-895-2017, TTY 711 aa.

ATENȚIE: Dacă vorbiți limba **română (Romanian)**, aveți la dispoziție servicii de asistență lingvistică gratuite. Sunați la 1-800-895-2017, TTY 711.

УВАГА: Якщо ви не говорите **українською (Ukrainian)** мовою, ви можете скористатися безкоштовними послугами перекладача. Телефонуйте за номером 1-800-895-2017, TTY 711.

သတိမူရန် - အကယ်၍ သင်သည် **မြန်မာ (Burmese)** စကားပြောလျှင်၊ ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင် အခမဲ့ ရရှိနိုင်မည်ဖြစ်သည်။ ကျေးဇူးပြုပြီး 1-800-895-2017, TTY 711 သို့ ခေါ်ဆိုပါ။