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HealthTALK

FALL 2020



Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



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Get screened.

Don't be afraid of a mammogram.

There may be many reasons why you have not had a mammogram, which is an X-ray of the breasts to check for cancer. The reasons could be fear of knowing, fear of treatment, stories you heard from others, or based on your cultural and religious beliefs about cancer.

Breast cancer screening can save your life by making sure you do not have a lump. If you do, early treatment has been shown to be very effective. Women age 50 and older should get screened every 2 years.

Talk to your health care provider about your concerns or beliefs. Knowing is better than not knowing, for you and your loved ones.



Schedule your screening. Call us toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, if you need help scheduling an appointment or finding a provider.

UnitedHealthcare Community Plan
10175 Little Patuxent Parkway
Columbia, MD 21044



Telehealth visits.

You may have concerns when it comes to visiting your doctor in person these days. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home. You may also be able to meet with a provider online for urgent needs 24 hours a day, 7 days week.

What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. Ask your provider if they offer telehealth services. Telehealth can be a good option for:

- Asking questions about your symptoms.
- Getting advice to help manage your condition(s).
- Getting medicines prescribed and sent to your pharmacy.

If you're not sure if a telehealth visit is the best option for you, call NurseLine first to get advice at no cost to you. Nurses are available 24 hours a day, 7 days a week. Just call **1-877-440-0251**, **TTY 711**, toll-free.



Take care of your mental health.

It's perfectly natural to feel anxious, stressed or frustrated when there is uncertainty in your life. Here are 5 tips for how to cope during stressful times.

- 1. Keep up with healthy habits.** Your physical health is an important part of your mental health. Avoid using tobacco, alcohol or other drugs as a way to manage stress. Get plenty of rest and physical activity.
- 2. Establish a routine.** Come up with a plan to structure your days. Set a plan for exercise, connecting with others and doing daily tasks.
- 3. Try a relaxing activity.** Find things that help you manage your stress. Try deep breathing, stretching or meditation. Drawing or coloring can also be calming.
- 4. 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. Use video chat to "see" people if you can't meet up in person.
- 5. Set boundaries.** While it's important to have up-to-date, reliable information, you should limit your time watching and reading the news if it makes you feel anxious.

If you need help with managing your emotions or use of drugs or alcohol, talk to your health care provider.



Take care. Mental health and substance use support is available 24 hours a day, 7 days a week, through the Maryland Public Behavioral Health System. Just call **1-800-888-1965**, **TTY 711**, toll-free.

Test your COVID-19 and flu IQ.

Know the myths and facts.

We're challenging UnitedHealthcare Community Plan members to a game of trivia in Trivia Outbreak, a free online game. You can earn a high score with your knowledge of entertainment, sports, history and more. First, test your knowledge of flu and COVID-19 myths below. Then visit [TriviaOutbreak.myuhc.com](https://triviaoutbreak.myuhc.com) to play the online game.

True or False?

1 COVID-19 mainly spreads through contact with surfaces.

False. COVID-19 is mainly spread from person to person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

2 If I got a flu shot last year, I still need to get one this year.

True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

3 To be effective, you need to wash your hands for at least 20 seconds.

True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

4 Hand sanitizer works better than traditional soap because it has alcohol in it.

False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



It's your best shot. There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or any clinic or pharmacy that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.

Testing is available.

For more information on COVID-19 testing sites near you, please visit coronavirus.maryland.gov/pages/symptoms-testing. Call your doctor. Or visit our COVID-19 resource page at myuhc.com/CommunityPlan.



Resource corner.

UnitedHealthcare Member Services:

1-800-318-8821, TTY 711
Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: 1-877-440-0251, TTY 711

Public Behavioral Health System:

1-800-888-1965, TTY 711

Transportation: Contact your local health department.

Special Needs Unit:

1-800-460-5689, TTY 711

UnitedHealthcare Outreach (Appointment Assistance):

1-866-735-5659, TTY 711

UnitedHealthcare Health

Education: 1-855-817-5624, TTY 711

Healthy First Steps®:

1-800-599-5985, TTY 711
UHCHealthyFirstSteps.com

On My Way: uhcOMW.com

Department of Human Services:

1-800-332-6347, TTY 711

Maryland Health Connection:

1-855-642-8572, TTY 711
MarylandHealthConnection.gov

Maryland Medicaid HealthChoice Help Line:

1-800-284-4510, TTY 711

Maryland Healthy Smiles Dental Program:

1-855-934-9812, TTY 711

UnitedHealth Group Customer Care

Fraud Hotline: 1-866-242-7727, TTY 711

HealthChoice Fraud Hotline:

1-866-770-7175, TTY 711

Interpretation Services: Call Member Services to request interpretation services for your medical visits.

It's easier than ever to see a specialist.

When your primary care provider (PCP) says you need to see a specialist, that is called a referral. In the past, we required the referral before you could see a specialist. We now accept this referral when it is signed and filled out by your participating PCP within 5 calendar days of your first visit to the specialist. We took this step to make sure you have faster access to the specialist care you need.

If you need to see a specialist, please ask your PCP to review your current condition and request a referral. Please note that not all specialist visits require a referral.



Learn more. For more information on which specialist visits require a referral, please visit myuhc.com/CommunityPlan. If you need help finding a specialist or making appointments, please contact Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

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Let us know.

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with grievances and appeals.

A grievance is when you tell us you are dissatisfied with a provider, the health plan or any matter other than an action taken by the plan. An appeal is when you ask us to change a decision about your coverage. Member Services can help you with this process.



Need help? See your Member Handbook to learn more. It's on our website at myuhc.com/CommunityPlan. You can also call Member Services toll-free at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to ask for a copy.

Be in touch with your body.

How to do a breast self-exam.

October is breast cancer awareness month. It is a good time to learn how to do a breast self-exam at home. Knowing how your breasts normally look and feel can help you notice symptoms such as lumps, pain or changes in size.

All women over age 20 should do a breast self-exam each month. You can tear off this guide and tape it to your bathroom wall as a reminder. Here's how to do a breast self-exam:

1

Start by looking at your naked breasts in the mirror with your arms at your sides. Then bend forward. Next put your hands on your hips. Then raise them above your head. In each position, look for any changes in breast shape, size or symmetry. Check for lumps or dimples.

2

Use the pads of your fingers to touch and examine your breasts. Move slowly and make sure to cover each breast entirely. Apply different levels of pressure — light, medium and firm — to feel all of the breast tissue.

3

Extend your self-exam to include the tissue that continues into your armpit. Also examine the tissue above (up to your collarbone) and below your breasts with your finger pads.

You should report any changes that you notice to your doctor. If you have any questions about doing a breast self-exam, ask your doctor.



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.

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



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).

Nondiscrimination Statement

It is the policy of UnitedHealthcare Community Plan not to discriminate on the basis of race, color, national origin, sex, age or disability. UnitedHealthcare Community Plan has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Civil Rights Coordinator who has been designated to coordinate the efforts of UnitedHealthcare Community Plan to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for UnitedHealthcare Community Plan to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

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

Procedure:

- Grievances must be submitted to the Section 1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of UnitedHealthcare Community Plan relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> 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>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

UnitedHealthcare Community Plan will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Language Accessibility Statement **Interpreter Services Are Available for Free**

*Help is available in your language:
1-800-318-8821, TTY 711.
These services are available for free.*

Español/Spanish

Hay ayuda disponible en su idioma: **1-800-318-8821, TTY 711.**
Estos servicios están disponibles de forma gratuita.

አማርኛ/Amharic

እገዛ በቋንቋዎ ማግኘት ይቻላል፡- **1-800-318-8821** መስማት ለተሳናቸው/ **TTY :- 711**። እነዚህን አገልግሎቶች ያለ ምንም ክፍያ ማግኘት ይቻላል።

العربية/Arabic

المساعدة متوفرة بلغتك: اتصل على الرقم **1-800-318-8821**، الهاتف النصي: **711**. هذه الخدمات متوفرة مجاناً.

中文/Chinese

用您的语言为您提供帮助：**1-800-318-8821, TTY 711**。这些服务都是免费的。

فارسی/Farsi

خط تلفن کمک به زبانی که شما صحبت می کنید: **1-800-318-8821**، خط تماس برای افراد ناشنوا **711**. این خدمات به صورت رایگان در دسترس هستند.

Français/French

Vous pouvez disposer d'une assistance dans votre langue : **1-800-318-8821, TTY 711**. Ces services sont disponibles gratuitement.

ગુજરાતી/Gujarati

તમારી ભાષામાં મદદ ઉપલબ્ધ છે: **1-800-318-8821** ટીટીવાય: **711**. આ સેવાઓ મફત ઉપલબ્ધ છે.

Kreyòl Ayisyen/Haitian Creole

Gen èd ki disponib nan lang ou: **1-800-318-8821, TTY 711**. Sèvis sa yo disponib gratis.

Igbo

Ọrụ Ndị Ọkọwa Okwu Dị N'efu Enyemaka dị n'asụsụ gị: **1-800-318-8821, TTY 711**. Ọrụ ndị a dị n'efu.

한국어/Korean

사용하시는 언어로 지원해드립니다: **1-800-318-8821, TTY 711**. 이 서비스는 무료로 제공됩니다.

Português/Portuguese

Está disponível ajuda no seu idioma: **1-800-318-8821, TTY 711**. Estes serviços são disponibilizados gratuitamente.

Русский/Russian

Помощь доступна на вашем языке: **1-800-318-8821, TTY 711**. Эти услуги предоставляются бесплатно.

Tagalog

Makakakuha kayo ng tulong sa inyong wika: **1-800-318-8821, TTY 711**. Ang mga serbisyong ito ay makukuha ng libre.

Urdu/اردو

آپ کی زبان میں مدد دستیاب ہے: **1-800-318-8821**، ٹی ٹی وائی: **711**۔ یہ خدمات مفت میں دستیاب ہیں۔

Tiếng Việt/Vietnamese

Có hỗ trợ ngôn ngữ của quý vị: **1-800-318-8821, TTY 711**. Các dịch vụ này được cung cấp miễn phí.

Yorùbá/Yoruba

Ìrànlọwọ wà ní àrọwọtó ní èdè rẹ: **1-800-318-8821, TTY 711**. Àwọn isẹ yìí wà ní àrọwọtó lófèè.

Bassa

U nla kosna mahola ni hop won I nsinga ini: **1-800-318-8821, TTY 711**. Ngui nsaa wogui wo.