



Health Talk



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Summer 2021

United
Healthcare®
Community Plan



Find Dr. Health E. Hound®

Count how many places he appears in the newsletter. You can find the answer at the bottom of page 6.



Healthy baby

Earn rewards during your pregnancy

The earlier you start your prenatal care, or care you receive while pregnant, the better. Regular prenatal care can help keep you and your baby healthy.

By attending your prenatal appointments, you can earn rewards through our Healthy First Steps® program. Rewards are also given for attending postpartum visits after you give birth and for attending your baby's well-child visits during the first 15 months.



Take the next step. Sign up for Healthy First Steps today to start earning rewards for having a healthy pregnancy. Visit UHCHealthyFirstSteps.com to register. Or call **1-800-599-5985, TTY 711**, for more information.



Teens and substance use

Substance use is common among teens. According to the Centers for Disease Control and Prevention, about $\frac{2}{3}$ of 12th grade students have tried alcohol, and more than half of high schoolers have tried marijuana.

Using substances as a teenager has been shown to affect brain development. It is also linked to risky behaviors, such as unprotected sex and dangerous driving. And it can cause problems for the teenager later in life. It increases the chance of heart disease, high blood pressure and sleep disorders.

Having a discussion with your teenager about using substances may be difficult, but it can help. Show interest in their hobbies and plan to spend quality time with your teen. This can help you bring up the subject in a natural way. Try not to use harsh or judgmental words during the discussion.



Get guidance. For more information about substance and alcohol use, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

Ask Dr. Health E. Hound[®]

Q: How much screen time is too much?

A: Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time — except for video chatting with relatives. Instead of screens, simple puzzles, picture books, and arts and crafts can keep toddlers busy in a healthier way.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time this summer:

- Set up rules
- Create time limits
- Keep TVs, tablets and computers out of your child's room
- Set an example by staying active with physical and outdoor activities



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Prevention is the best medicine

Regular appointments and screenings can help take charge of your child's health

Preventive care is important. It helps keep your child healthy. Preventive care includes routine well exams, screenings and vaccines to keep your child from getting sick or developing other health problems.

Well-child visits

It's important to have well-child visits with your child's primary care provider on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits.

Your child should have well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- Annually after 3 years

These visits help make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they need
- Talk to your child about important health and safety topics for their age
- Make sure your child is developing well

Screenings

Screenings can help catch common illnesses and conditions early. When problems are caught early, they are easier to take care of.

- **Lead screening.** If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.
- **Developmental and behavioral screenings.** These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old — or anytime you have a concern.



Time for a checkup? Call your child's primary care provider today to find out if they are up to date with all recommended screenings and vaccines. Make an appointment if your child is due for a visit.



Vaccines save lives

Vaccines are one of the best ways you can protect your child from serious diseases that may require time in the hospital. Everyone aged 6 months and older should get a flu shot each year. See the chart below for more childhood vaccine recommendations from the Centers for Disease Control and Prevention.



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Vaccines for kids (in order of when the first dose should be received)	Shots for babies (birth–18 months)	Booster shots for young children (4–6 years)	Shots for preteens (11–12 years)
Hepatitis B (HepB)	X X X		
Rotavirus (RV)	X X X		
Diphtheria, tetanus, pertussis (DTaP)	X X X X	X	X
Haemophilus influenzae type b (Hib)	X X X X		
Pneumococcal disease (PCV13)	X X X X		
Polio (IPV)	X X X	X	
Influenza (flu)	yearly	yearly	yearly
Measles, mumps, rubella (MMR)	X	X	
Chickenpox (varicella)	X	X	
Hepatitis A (HepA)	X		
Human papillomavirus (HPV)			X X
Meningococcal disease			X

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

Here comes the sun

Protect your skin while you’re out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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Know where to get care

Primary care, virtual visits, urgent care or emergency room?

When your child is sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help your child get the treatment they need faster.

When can your child's primary care provider take care of them?

For most illnesses and injuries, your child's primary care provider's office should be the first place you call. They can treat:

- Allergies
- Chronic conditions
- Earache
- Fever
- Sore throat

Your child's primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. Your child should also see their provider for well-child visits and any vaccines they need.

When can you use virtual visits?

Ask your child's provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations.

Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

When should you go to urgent care?

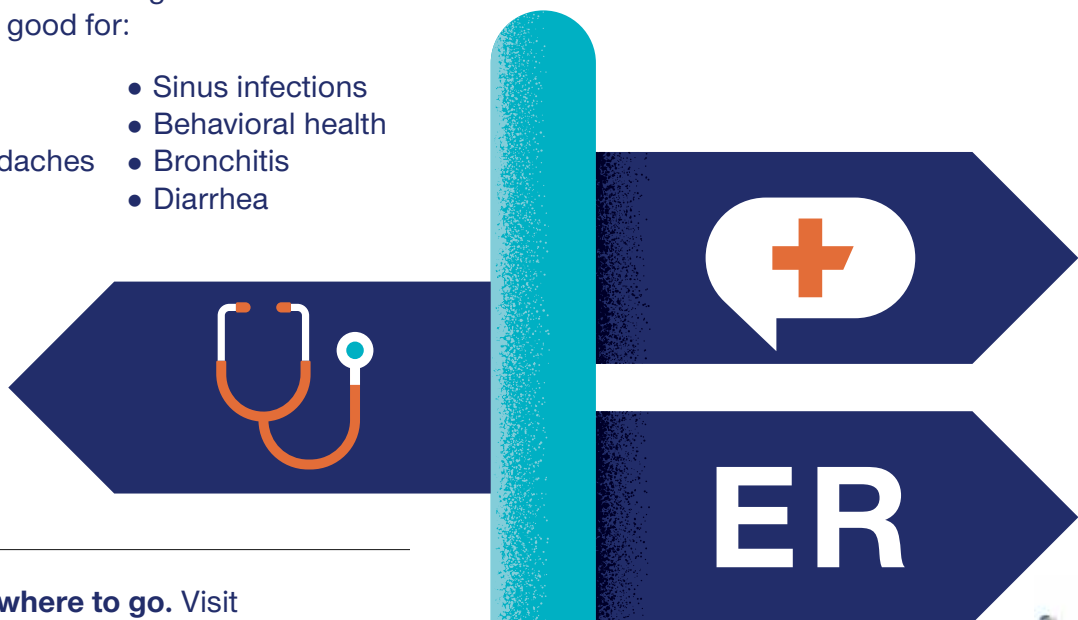
If your child cannot get in to see their provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



Know where to go. Visit uhc.com/knowwheretogoforcure for more information about the best place to seek care for your child's condition. In a true emergency, call **911**.





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Play every day

Physical exercise is important. Guidelines say children ages 6 and older should get about 60 minutes of active play every day. In the word search below, find these 10 ideas for ways to be active this summer.

- BIKE
- SOCCER
- DANCE
- KICKBALL
- JUMP ROPE
- HOPSCOTCH
- SWIM
- RUN
- WALK
- PLAY TAG



Resource corner

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

1-877-542-9238, TTY 711

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

1-855-575-0136, 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

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

LiveandWorkWell.com

E	P	O	R	P	M	U	J	D	K	B	G
K	Z	M	H	J	S	I	A	R	L	I	B
C	J	T	R	C	L	N	W	R	A	K	B
G	J	H	E	P	C	F	E	S	W	E	H
P	M	P	O	E	I	C	L	S	G	D	D
N	Y	F	C	P	C	C	N	E	T	H	P
E	M	J	X	O	S	G	R	K	C	L	Z
R	G	D	S	K	I	C	K	B	A	L	L
U	C	Z	L	I	T	U	O	Y	V	F	Z
N	F	N	Z	Z	E	W	T	T	G	S	Z
Y	F	J	J	Q	R	A	O	B	C	L	Q
J	K	B	C	R	G	X	H	A	K	H	Q

Summer self-care

Self-care isn't just for adults. It can help improve your child's physical, mental and emotional health, too. Visit healthtalkselfcare.myuhc.com to download a self-care BINGO card. Have your child do a different self-care activity each day until they score BINGO. Save the card to practice self-care year-round.

There are 4 pictures of Dr. Health E. Hound® in this newsletter.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference or national origin, 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

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

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

Online:

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

Complaint forms are available 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. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY **711**, 8 a.m. – 6 p.m., Monday – Friday.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, 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 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: **한국어 (Korean)**를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238** الهاتف النصي **711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) **(Burmese)** စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ဝံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 **(Japanese)** を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی **(Persian)** صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.