



Health Talk



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Summer 2022

United
Healthcare
Community Plan

Know where to go

When should you go to the emergency room (ER)? It depends on your symptoms. For things you can't control, go to the ER. For other issues, your primary care provider or an urgent care center may be the best place. Visit [uhc.com/knowwheretogoforcare](https://www.uhc.com/knowwheretogoforcare) to learn more.

Kids and vaccines

What you need to know

Vaccines help protect your children, their friends and your family members from serious diseases. At certain ages, they should be given at your child's annual checkup. The next time you take your child to your health care provider, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **Meningococcal conjugate:** Prevents bacterial meningitis
- **Tdap:** Prevents tetanus, diphtheria and pertussis



Your best shot. If your child missed any of these shots, it's not too late to make them up. For help, please call Member Services toll-free at the phone number on Page 4 of this newsletter.



Under control

Tests for people with diabetes

If you have diabetes, it is important to make your health a priority. It takes care to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. Also, get your blood pressure checked at every visit.
- **Dilated eye exam.** High blood sugar can cause blindness. This test helps find problems before you notice them. Get this test once a year.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at the phone number on Page 4 of this newsletter.



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Brain power

Mild cognitive impairment is the medical term for a type of memory loss. People with mild cognitive impairment can have conversations, but are often forgetful. They can become confused when taking on complex tasks.

Sometimes mild cognitive impairment leads to Alzheimer's disease or other types of dementia. Sometimes, it's caused by health problems. It can get better when those problems are addressed. Other times, it stays the same or changes slowly over time.

Do you think that you or someone close to you may have symptoms of cognitive impairment? Ask your provider for an evaluation.

Smile

It's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, they can help you when you have pain. More importantly, they can help you avoid toothaches with preventive care.

Regular exams, cleanings and X-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems. Get a dental exam and cleaning twice a year.



Healthy teeth, healthy body. Want to know more about your dental benefits? Call Member Services toll-free at the phone number on Page 4 of this newsletter.



Lead testing

Why it's important for your child's health

Lead is often found in plumbing or paint in older homes. It can also be found in painted toys, cosmetics and home remedies made outside of the United States. It is even found in soil and dust. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child's body leads to lead poisoning. It can result in slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of a checkup at these ages.



Schedule your screening. Does your child need to be tested for lead? Ask their doctor.

90-day supply benefit

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month. If you would like to participate:

- Talk with your doctor to see if your medications qualify. If so, your doctor can write you a new prescription for a 90-day supply.
- Talk to your pharmacist. Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We got you covered. Refills can help you stay on track. This is helpful for diseases such as hypertension. Call Member Services toll-free at the phone number on Page 4 of this newsletter for more information.



Resource corner

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

1-800-941-4647, TTY 711

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

myuhc.com/communityplan

New Jersey Quitline: Free counseling service for smokers who are ready to stop (toll-free).

1-866-657-8677, TTY 711

njquitline.org

Healthy First Steps®: Get support throughout your pregnancy and rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Behavioral Health Hotline:

Get help for mental health and substance use issues (toll-free).

1-800-435-7486, TTY 711

Lifeline: Members may be eligible to receive a cellphone, minutes and calls to UnitedHealthcare Community Plan at no cost.

1-888-321-5880, TTY 711

assurancewireless.com/partner/buhc



Beat the rush

Wellness visits are important for children as they head back to school

Children should have wellness visits throughout childhood and adolescence. These checkups are especially important for going back to school. A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at **cdc.gov/vaccines**. If your child missed any of their vaccines this year, it's not too late to get them.



Get checked. Call your child's provider to make an appointment today. To find a new provider, visit **myuhc.com/communityplan**. Or call Member Services toll-free at the phone number listed in the resource corner at left.



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

If you think you were treated unfairly because of your sex, age, race, color, disability 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**, 24 hours a day, 7 days a week.

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. Dept. 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. You can also 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**, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mail e vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711 로 UnitedHealthcare Community Plan 에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተሓሳዙ ዘሎ ሓበሬታ ብቋንቋኹም ተዘይኮይኑ፤ ብሽብረትኩም በዚ ዝስዕብ ቁጥሪ ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስግዕ ንተጸገሙ/TTY 711።

Si la información adjunta no esta en su lengua maternal, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຄັດມານີ້ບໍ່ແມ່ນພາສາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647, TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកឆ្លង់ TTY 71111។

Kung ang nakalip na impomasyon ay wala sa iyong panguhanig wika, mangyaring tumawaga sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید وسیله ارطباتی برای نا شنوایان- TTY 711.