



# Health Talk

Your journey to better health

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Winter 2024

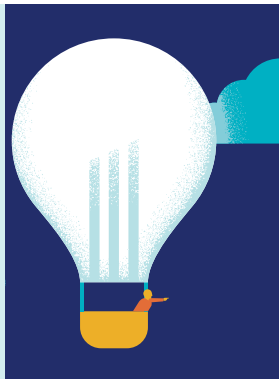
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AHCCCS Complete Care

United  
Healthcare  
Community Plan

## What's inside

When you are sick or hurt, do you know where to go? See Page 3 to learn the best place to get the care you need.



Mental health

## Are you SAD?

### Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- Exercise
- Spend time outdoors
- Take vitamin D



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Phoenix, AZ 85004

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# Healthy start

## Schedule a well child visit to keep your kids healthy

Regular well child visits to your child's primary care provider (PCP) are important for their health. Kids need regular well child visits at all ages, from babies through teenagers. Well child visits are also called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. There is no cost to you for these visits.

Call your child's PCP now to make an appointment for a well child visit. The provider can also help when your child is sick. Well child or EPSDT visits are required for newborns, at 3 to 5 days, by 1 month and at 2, 4, 6, 9, 12, 15, 18, 24 and 30 months. They are also required every year starting at age 3 through age 20.

Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and get a ride.

Well child visits may include:

- A physical exam
- Vaccines
- Testing for and treatment of lead poisoning (It can cause learning problems, hearing loss and brain damage. It also can cause weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental screening
- Vision and hearing tests
- Review of diet and nutrition
- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking (For children with delayed skills, your doctor can refer you for therapies to help develop these skills.)
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

For teenagers and young adults, the provider may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Making good choices and healthy behaviors
- Prevention of sexually transmitted infections (STIs) and testing (This is a covered benefit.)
- Dangers of smoking, alcohol and other drugs



## Illness or injury

# Know where to go

When you are sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help you get the treatment you need faster.

### When can your primary care provider take care of you?

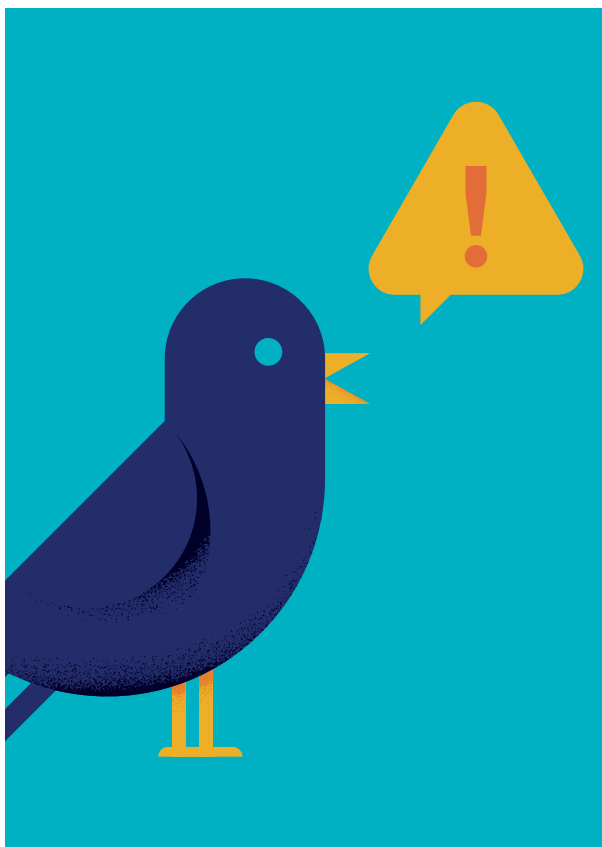
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy.

### When should you go to urgent care?

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

### When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only.



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## Cancer screenings

# Crush cancer

## Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

### Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

### Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then get Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

### Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

### Lung cancer screening

Adults who are between the ages of 50 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).



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## Member resources

# Here for you

We want to make it as easy as possible for you to get the most out of your health plan. As our member, you have many services and benefits available to you.

**Member Services:** Get help with your questions and concerns. Find a health care provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-800-348-4058, TTY 711**

**myuhc.com:** Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

**myuhc.com/communityplan**

**UnitedHealthcare app:** Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

**Download on the App Store® or Google Play™**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

**1-877-440-0255, TTY 711**

**Transportation:** If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency transportation is provided for AHCCCS covered services. Call at least 72 hours before your health care visit. If you need a ride to urgent care or you are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

**1-888-700-6822 or 1-602-889-1777, TTY 711**

**Care Management:** This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

**1-800-348-4058, TTY 711**

**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**

**Assurance Wireless:** Get unlimited high-speed data, minutes and texts each month. Plus, get an Android™ smartphone at no cost to you.

**assurancewireless.com/partner/buhc**

**Arizona Smoker's Helpline (ASHLine):** Get help quitting smoking (toll-free).

**1-800-556-6222**

**ashline.org**

**Go digital:** Sign up for email, text messages and digital files to get your health information more quickly.

**myuhc.com/communityplan/preference**

**Suicide & Crisis Lifeline: 988**

**Crisis Lines for Help with Mental Health:**

**1-844-534-HOPE (4673), TTY 711**

**Office of Individual and Family Affairs (OIFA):**

We're here to help. Call Member Services and ask to speak with OIFA.

**1-800-348-4058, TTY 711**





Contract services are funded under contract with the State of Arizona. 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](mailto:UHC_Civil_Rights@uhc.com)

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

If you need help with your complaint, please call Member Services at **1-800-348-4058**, TTY 711, 8 a.m. – 5 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. 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 Member Services at **1-800-348-4058**, TTY 711.

Services to help you communicate with us are provided at no cost to members, such as other languages or large print. Or, you can ask for an interpreter. To ask for help, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.