



HealthTALK

WINTER 2019 | ¡VOLTEE PARA ESPAÑOL!



Don't forget!

It's very important for members with chronic health conditions such as asthma, heart disease, diabetes, HIV or Hep C to remember to see their doctor regularly. Remember to take your medications as ordered. Get your bloodwork done as often as your doctor recommends. Your health depends on it!



Time to quit?

Apps can help you stop smoking.

Quitting tobacco is hard. Using apps can help. Support is at your fingertips with the free **QuitGuide** and **quitSTART** apps for your smartphone. They offer help just for you based on your smoking patterns, moods, motivation to quit and goals.



Quitting time. For more information about these free smartphone apps, visit smokefree.gov/tools-tips/apps.



UnitedHealthcare Community Plan
2 Allegheny Center, Suite 600
Pittsburgh, PA 15212

AMC-049-PA-CHIP

Hard to swallow.

Pharyngitis is the medical term for a sore throat. It is swelling in the back of the throat that causes pain when swallowing. There are several causes of sore throats, including allergies, cold and flu. Along with a sore throat, your child may also have a fever, headache, muscle aches and swollen glands.

Sore throat symptoms can be treated by:

- Drinking plenty of fluids.
- Using a cool mist vaporizer or humidifier in your child's room.
- Taking over-the-counter medicine. It can help with pain and fever.

An illness caused by bacteria may also result in a sore throat. Your child should see a doctor when a sore throat lasts several days. You should also go to the doctor if your child gets a high fever, swollen glands or a rash. The doctor may run tests to confirm if the illness is caused by bacteria. A throat culture can confirm what kind of sickness your child has. Medication can be prescribed to help your child get better.

Seek medical attention right away if your child is having trouble breathing.



Need a doc?

We can help. Call
Member Services

toll-free at **1-800-414-9025**,

TTY/PA Relay 711. Or

visit our member website at

myuhc.com/CommunityPlan

or use the UnitedHealthcare

Health4Me® app.



Checkup time.

Know when to visit the doctor.

Don't forget when it is time for a checkup. Your child should see a primary care provider (PCP) each year for a well visit.

When you go to the checkup, talk to the doctor about any health or behavior changes in your child. Even little things are really important. You are the expert on your child.

Other visits to the doctor may be needed throughout the year:

- Is your child due for any shots? Are any other tests needed? If your child is under age 2, has he or she had a lead test?
- Don't forget about the dentist. Everyone should see the dentist at least once a year — even as young as age 1.



We're here to help.

If you need help with scheduling an appointment, call Member Services toll-free at **1-800-414-9025**, **TTY/PA Relay 711**. Call the Special Needs Unit at **1-877-844-8844**, **TTY/PA Relay 711**, if you need help with anything else. We're here to help you take care of your kids.



Take the weight off.

WIC helps families eat healthy.

Childhood obesity is a national problem. According to the Centers for Disease Control and Prevention, 1 out of 6 children between the ages of 2 and 19 is obese. Obesity increases the chance of chronic health problems like asthma, bone and joint issues, and type 2 diabetes. Children who are obese during their childhood are also more likely to be obese as an adult. This could put them at higher risk for some cancers and heart diseases.

The Pennsylvania Special Supplemental Nutrition Program for Women, Infants and Children (WIC) helps families protect children's health. WIC can make a difference by supplying healthier foods such as fruits, vegetables and whole grains to low-income families.



Don't wait. Your family can benefit from the WIC program today. To see if you are eligible for the WIC program or to make an appointment, visit pawic.com. Or call **1-800-WIC-WINS**.

Ask for help.

Abuse can happen to anyone. People often do not think men can be victims of abuse. Some men are abused and may not seek medical care or other help. This may be because they feel like it should not happen to them. They may feel shame or fear. They may not believe there is help for them. Victims of abuse may also have problems such as addiction, depression, physical or other health problems. Doctors and domestic abuse programs can help.

From a young age, men may be taught not to show or feel emotions. According to the National Domestic Violence Hotline, some men may not know they are being abused. Types of abuse include:

- Being blamed for all problems.
- Not having control of money, food or time.
- Being called names.
- Being kept from family or friends.
- Being kept from work.
- Being hit or choked.
- Made to have unwanted or unsafe sex.

According to the Mayo Clinic, men with same sex partners may be told:

- They are not really gay.
- Men are naturally violent.
- No one will help them.
- Their sexual identity will be shared with family, friends and coworkers.

If you are a victim of abuse, it is not your fault. It is common for people who abuse to deny that they abuse. They may blame the victim for the abuse. If you need support, find a domestic abuse program near you. It will help anyone who is a victim of abuse. This includes a man with a woman, man, transgender or partner who identifies another way.



Seek support. To find the domestic abuse program nearest you, visit pcadv.org. Then click on "Find Help" or use the "Find Help" map on the home page. To reach the National Domestic Violence Hotline, call **1-800-799-SAFE (7233)**, **TTY 1-800-787-3224**.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-414-9025, TTY/PA Relay 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-844-222-7341, TTY/PA Relay 711

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions.
1-877-844-8844, TTY/PA Relay 711

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-800-414-9025, TTY/PA Relay 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY/PA Relay 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth®: Get reliable information on health topics for and about kids.
KidsHealth.org

10 facts about depression.

Things to know when you're feeling down.

- 1. Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
- 2. Depression makes it hard to give.** It's hard to think of other people when you're depressed.
- 3. Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
- 4. Ongoing irritability can be a symptom of depression.**
- 5. Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
- 6. Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
- 7. People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
- 8. Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
- 9. Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
- 10. Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- If you do not know your access code, click on "I don't know my access code."
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Click on "Enter."
- Go to the "Mind and Body" drop down.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



Get help. To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at **1-800-414-9025, TTY/PA RELAY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675
Phone: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, UnitedHealthcare Community Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or 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>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: **1-800-414-9025, TTY/PA RELAY: 711.**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-414-9025, TTY/PA RELAY: 711.**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по телефону **1-800-414-9025, TTY/PA RELAY: 711.**

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-414-9025, TTY/PA RELAY: 711**。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-414-9025, TTY/PA RELAY: 711.**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-414-9025, TTY/PA RELAY: 711**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् **1-800-414-9025, TTY/PA RELAY: 711** ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-414-9025, TTY/PA RELAY: 711** 번으로 전화해 주십시오.

សូមចាប់អារម្មណ៍ ៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយផ្នែកភាសាឥតគិតថ្លៃ គឺអាចមានសម្រាប់បំរើជូនអ្នក ។ ចូរទូរស័ព្ទទៅលេខ **1-800-414-9025, TTY/PA RELAY: 711** ។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-414-9025, TTY/PA RELAY: 711.**

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် **1-800-414-9025, TTY/PA RELAY: 711** သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-800-414-9025, TTY/PA RELAY: 711.**

ATENÇÃO: se fala português, encontram-se disponíveis serviços linguísticos gratuitos. Ligue para **1-800-414-9025, TTY/PA RELAY: 711.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711** নম্বরে ফোন করুন।

KUJDES: Nëse flisni shqip, për ju ka në dispozicion shërbime falas të ndihmës gjuhësore. Telefononi në **1-800-414-9025, TTY/PA RELAY: 711.**

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કોલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**