



HealthTALK

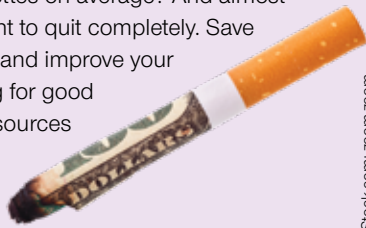
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FALL 2020



Plan to quit.

Did you know that people who smoke a pack a day spend more than \$2,000 a year on cigarettes on average? And almost 70% of smokers say they want to quit completely. Save money for things that matter and improve your health. You can quit smoking for good today with the right help. Resources are available at quitnow.net.



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Mammograms save lives.

Don't be afraid of this screening.

Many women with breast cancer have no symptoms. This is why regular breast cancer screenings are so important. A mammogram is an X-ray of the breast used to check for breast cancer. Women should get one every 2 years starting at age 50.

You may have heard that having a mammogram can be uncomfortable. During the X-ray, you may feel some pressure or pain as 2 plates flatten your breast. But getting checked is fast, and any discomfort is over quickly. Don't be afraid to schedule your screening. It can save your life!



Schedule your screening. If you have any concerns about getting a mammogram, give us a call toll-free at **1-800-941-4647, TTY 711**. We can also help with scheduling an appointment or finding a provider.

UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

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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 **1-800-941-4647, TTY 711**, toll-free.



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.

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. Also, be sure to check out myuhc.com for resources like our COVID-19 symptom checker and testing site locations.

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.

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.





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Resource corner.

Member Services: Find a doctor, 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 or see your ID card, wherever you are.

myuhc.com/CommunityPlan

New Jersey Quitline: Free counseling service for smokers who are ready to stop.

1-866-657-8677, TTY 711

njquitline.org

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

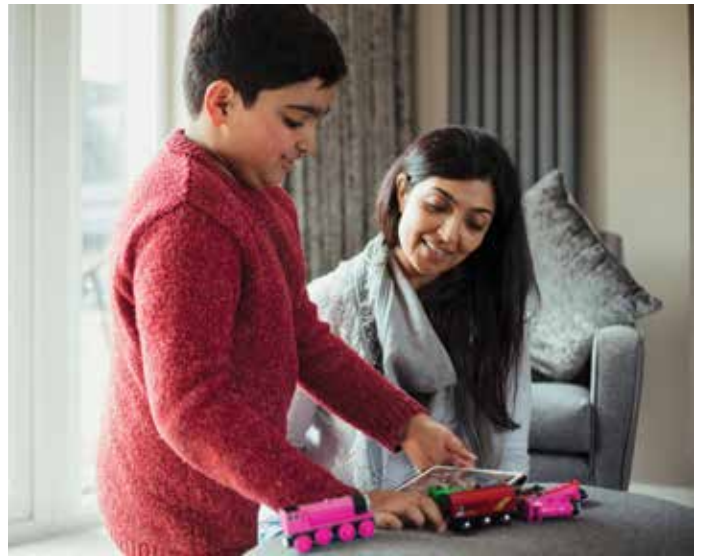
UHHealthyFirstSteps.com

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

LiveandWorkWell.com

Prefer email? Call Member Services and give us your email address so we can send important health plan information directly to your inbox (toll-free).

1-800-941-4647, TTY 711



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Know your benefits.

EPSDT services are covered under managed care.

As a UnitedHealthcare Community Plan member, EPSDT services are available to you. EPSDT stands for Early and Periodic Screening, Diagnostic and Treatment. EPSDT can find health issues. It can also find issues with development. These may include issues related to the autism spectrum disorder (ASD). These issues include problems with communication, behavior and social skills.

Treatment can involve more than one therapy. Each targets a different set of skills to support a child's development. These ASD services are covered under managed care:

- Physical therapy, speech therapy and occupational therapy.
- Sensory Integration (SI) by occupational therapists.
- Augmentative and Alternative Communication (AAC) assessments and devices.
- Applied Behavior Analysis (ABA).

ABA helps find social and environmental changes that affect behavior. ABA therapy can help to increase communication skills. It can improve attention, focus, social skills and memory. ABA can also improve schoolwork. It also can decrease problem behavior. The need for ABA services must be determined by a qualified health care professional (QHP) who can make a diagnosis of autism.



Questions? If you need ABA services or have questions, call Member Services toll-free at **1-800-941-4647, TTY 711**.

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).



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 mai le 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 711로 UnitedHealthcare Community Plan에 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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Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາພີ່ມແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ ເບີ 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。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag 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 ارطبا تی برای نا شنوایان- TTY 711.