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# Health TALK

FALL 2020



Pennsylvania's Children's Health Insurance Program  
**We Cover All Kids.**



**UnitedHealthcare**<sup>®</sup>  
Community Plan

## Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



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## Keep calm.



### Finding the right treatment for ADHD.

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention or controlling their behavior. Or they may be overly active. If your child has ADHD, their provider may suggest behavioral therapy and/or medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. Some medicines may not help. Others may cause side effects. A dose may be too low or too high. That's why it's important for children who take ADHD medicine to see their doctors often for follow-up care.

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**Does your child take medicine for ADHD?** Be sure to keep regular appointments with their provider. Behavioral therapy and counseling also can help.

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



## 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 **1-877-440-0253, TTY/PA Relay 711**, toll-free.

# Tackling trauma.

## Support for stress and trauma is available.

A traumatic event can change the way you see the world. Traumatic events can be big, like earthquakes or hurricanes. These impact many people at one time. Other traumatic events can happen to just 1 or 2 people, like car accidents. Some traumatic events happen quickly and then they are over. Others may go on for a long time. When someone has gone through a traumatic event, it is normal to have trouble feeling better afterwards. Some people may have:

- Memories of the trauma that won't go away.
- Trouble talking about it.
- Changes in their mood or personality.
- Nightmares or trouble sleeping.
- Feelings of anxiety or fear.

If you have experienced a traumatic event, there are some things you can do:

- Practice taking deep breaths when you feel stressed or upset.
- Join a support group with other people who have been through a traumatic event.
- Set up a therapy session with a trauma counselor.

Abuse in a relationship is a kind of traumatic event that can go on for a long time. Even once the abusive relationship is over it can take a long time to feel better. Remember, abuse in a relationship is never OK! Domestic violence hotlines can help anyone who is in an abusive relationship find support. If you are having trouble feeling better after a traumatic event and want help, talk to your doctor right away. Here are some resources that can help:

National Institute on Mental Health: Coping With Traumatic Events

**[nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml](https://www.nimh.nih.gov/health/topics/coping-with-traumatic-events/index.shtml)**

National Suicide Prevention Lifeline  
**1-800-273-8255, TTY/PA Relay 711**

Pennsylvania Coalition Against Domestic Violence  
**717-545-6400** (8:30 a.m. – 4:30 p.m.)  
**[pcadv.org/find-help/](https://pcadv.org/find-help/)**  
**find-your-local-domestic-violence-program**

National Domestic Violence Hotline  
**1-800-799-SAFE or 1-800-787-3224, TTY/PA Relay 711**  
**[thehotline.org](https://www.thehotline.org)**

# Test your COVID-19 and flu IQ.

## Know the myths and facts.

With the COVID-19 pandemic, it's more important than ever to be safe this flu season. There are some common myths about COVID-19 and the flu that you should be aware of. Here are a few examples:

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. The safest way to approach flu season is getting a yearly flu shot. 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.

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 to ensure you spend at least 20 seconds washing.

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 soap and water.



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**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](https://myuhc.com/CommunityPlan) to find a location near you.



## Color yourself calm.

Coloring books for adults, teens and older children are topping the bestseller lists. The reason is simple: Coloring is relaxing. It can help relieve stress.

Experts say there are a couple of reasons why this works. One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness. The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or a low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



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

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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).

**1-800-414-9025, TTY/PA Relay 711**

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

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**NurseLine:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-877-440-0253, TTY/PA Relay 711**

**Quit For Life®:** Get free help quitting smoking (toll-free).

**1-866-784-8454, TTY/PA Relay 711**

**[quitnow.net](http://quitnow.net)**

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

**1-800-599-5985, TTY/PA Relay 711**

**[UHHealthyFirstSteps.com](http://UHHealthyFirstSteps.com)**

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

**[LiveandWorkWell.com](http://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).

**1-800-414-9025, 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**

# One size does not fit all.

## Make a plan for ADHD treatment.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Is he or she taking medicine for ADHD? If so, it is important to make and keep appointments with his or her doctor. A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another.

A child who takes ADHD medicine must be seen by the doctor to make sure he or she is getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least two more times in the next nine months. Then be sure to keep regular appointments. Behavioral therapy and counseling are also important and should be tried before medication in children under age 6.



**The right dose.** For more information about your behavioral health options, contact Member Services at **1-800-414-9025, TTY/PA Relay 711.**



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# 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](https://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](https://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 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.**

नम्र्य करून: आपनि यदि बांग्ला कथा बलन, तहले आपनार जन्य विना खरचे भाषा सहायता परिषेवा उपलब्ध आहे। **1-800-414-9025, TTY/PA RELAY: 711** नम्बरे फोन करून।

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

सयना: જો તમે ગજરાતી બોલતા હો, તો નિ:શલ્ક ભાષા સહાયતા સેવાઓ તમારા માટ ઉપલબ્ધ છ. કોલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**