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# HealthTALK

SUMMER 2020



## Make your family count!

Did you know that the United States is conducting a census? It is important to respond because the census determines how federal money is spent. It also affects how many representatives your state gets in Congress. You can respond online, by phone or by mail. Learn more and respond today at [2020census.gov](https://2020census.gov).

## Oh, baby!

Introducing the new **Healthy First Steps®**.

UnitedHealthcare Community Plan's former pregnancy rewards program — **Baby Blocks™** — is now part of **Healthy First Steps®**. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, **UHCHealthyFirstSteps.com**. There you will find:

- New and improved educational content.
- Rewards.
- Case management.
- Resources.



**Take the first step.** Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit **UHCHealthyFirstSteps.com**.

UnitedHealthcare Community Plan  
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Ridgeland, MS 39157



istock.com: monkeybusinessimages, tisz

# Subtle changes.

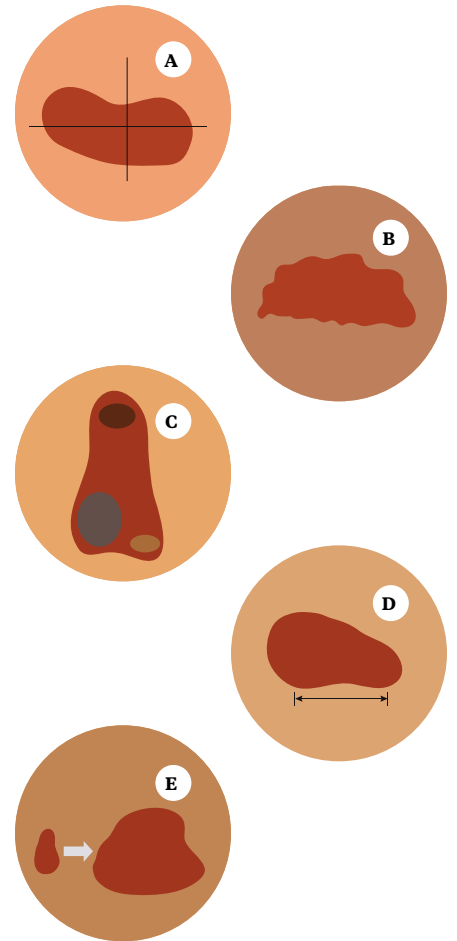
## How to spot skin cancer.

Did you know skin cancer is the most common cancer in the United States? It can affect anyone, regardless of their skin color. The good news is nearly all skin cancers can be treated if they are found early.

Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

- A. Asymmetry:** One half does not match the other.
- B. Border:** Uneven, jagged or poorly defined borders.
- C. Color:** Variety of colors — like brown, tan, red or black — in different areas.
- D. Diameter:** Grows larger than  $\frac{1}{4}$  inch across.
- E. Evolution:** Change in size, shape, color, height or any other trait.

A simple way to protect your skin and reduce your risk of developing skin cancer is by wearing sunscreen when you go outside. Use one that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher. Reapply every 2 hours. This helps protect your skin from the sun's cancer-causing ultraviolet (UV) rays.



**See a specialist.** If you notice any of these subtle skin changes, you should get checked out. Your primary care provider (PCP) can refer you to a specialist. To learn more about your benefits, call Member Services toll-free at **1-877-743-8731, TTY 711**. Or visit our website at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**.

# A healthy family picnic.

Tips to make your next picnic fun and safe.

Outdoor activities are a great way to have fun and be active. But as COVID-19 has spread across the United States, you might need to take extra steps to keep your family safe and healthy when spending time outdoors. If you're planning a family picnic this summer, try to keep the group small to avoid spreading germs. Here are some more tips:

## Bright side dish.

Whether you're grilling, making sandwiches or nibbling on snacks and appetizers, a fresh salad is the perfect addition to any summer meal. Our easy summer salad recipe features cucumbers and cherry tomatoes, which are packed with nutrients and full of flavor. Find the full recipe at [healthtalksiderecipe.myuhc.com](https://www.healthtalksiderecipe.myuhc.com).

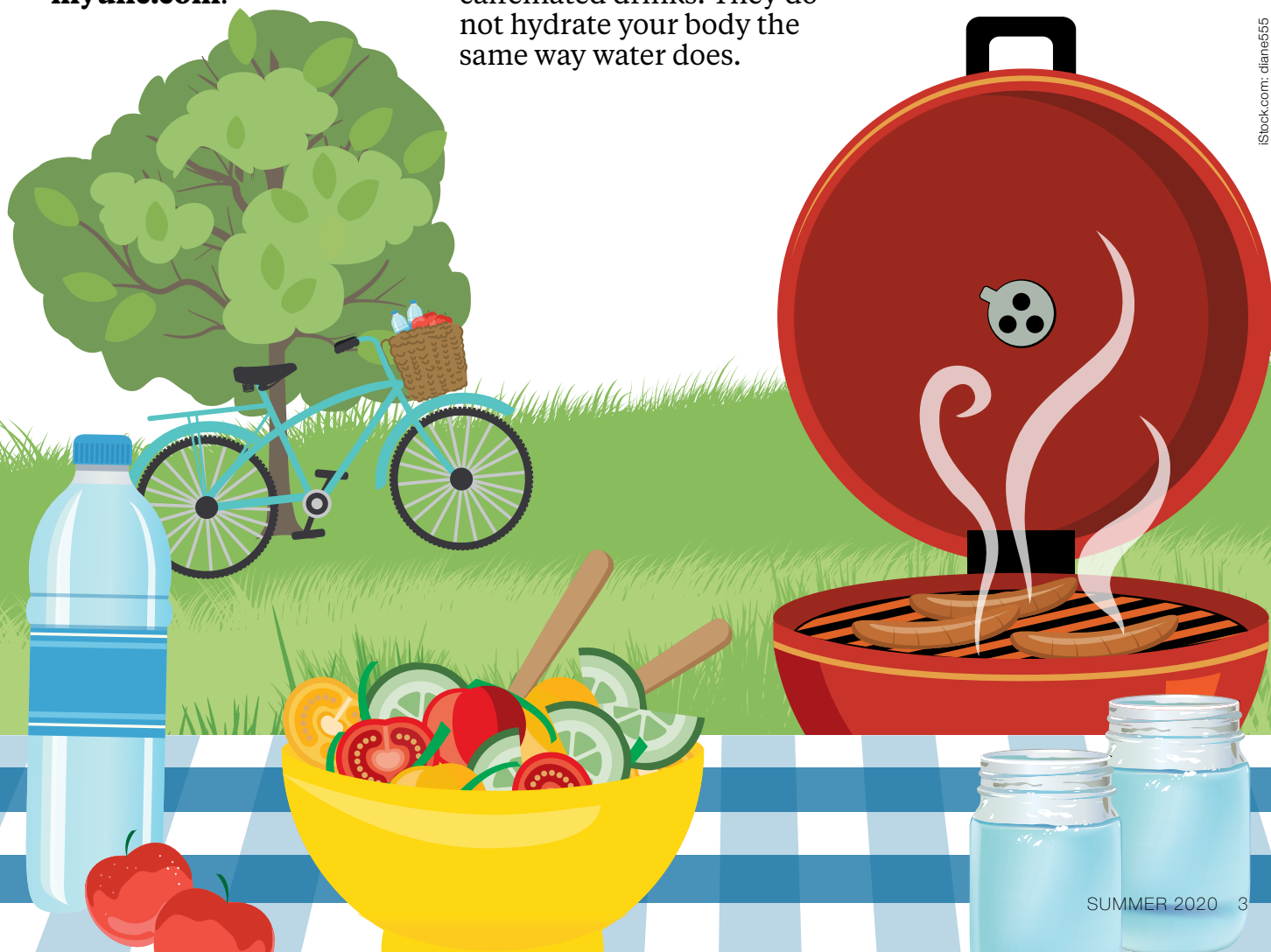
## Drink up.

Water is necessary for your body. Staying well hydrated helps you function. Some people find it easier to drink more of it by adding lemon or berries to cold water or seltzer. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good option. In addition to drinking water, limit sugary, alcoholic or caffeinated drinks. They do not hydrate your body the same way water does.

## Get moving.

Guidelines say kids ages 6 and older need at least 1 hour of physical activity each day. Here are some ideas to get your kids moving during your picnic outing.

- Walk or ride a bike to the picnic.
- Play catch with a ball or frisbee.
- Jump rope.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-877-743-8731, TTY 711**

**Our website:** Find a provider, read your Member Handbook 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).

**1-877-370-4009, TTY 711**

**Quit For Life®:** Get free help quitting smoking.

**[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 711**

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

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

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

**Want to receive information electronically?** Call Member Services toll-free and give us your email address (toll-free).

**1-877-743-8731, TTY 711**

**Medicaid Program Integrity:**

Report suspected fraud and abuse by providers or members to the state.

**1-800-880-5920, TTY 711**

**(toll-free)**

**601-576-4162 (local)**



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## Time to immunize?

**Make sure your child gets all the shots they need.**

Getting the vaccines you need — at the right time — is important. Immunizations help to protect against preventable diseases. Call your child's PCP to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
<b>HepB:</b> Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>HepA:</b> Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
<b>DTaP:</b> Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>Hib:</b> Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>IPV:</b> Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>PCV:</b> Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>RV:</b> Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
<b>MMR:</b> Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
<b>Varicella:</b> Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
<b>Influenza</b> (yearly)	<input type="checkbox"/>	<input type="checkbox"/>

**It's your best shot.** If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-877-743-8731, TTY 711**. Or visit our website at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**.

# 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 does not treat members differently because of sex, age, race, color, gender, gender identity, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, gender, gender identity, 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 submit the complaint in writing within 30 days of when you found out about it. If your complaint cannot be resolved in 1 day it will be treated as a grievance. We will send you an acknowledgement of the grievance within 5 days of receipt of the grievance. A decision will be sent to you within 30 days.

If you need help with your complaint, please call the toll-free member phone number at **1-877-743-8731, TTY 711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday, (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

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

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number at **1-877-743-8731, TTY 711**, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **1-877-743-8731, TTY 711**.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-743-8731, TTY 711**.

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-877-743-8731, TTY 711**.

## Traditional Chinese

注意：如果您說中文，您可獲得免費語言協助服務。請致電 **1-877-743-8731**，或聽障專線 **TTY 711**。

## French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-743-8731, TTY 711**.

## Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-877-743-8731**، الهاتف النصي **.711**

## Choctaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-877-743-8731, TTY 711**.

## Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-743-8731, TTY 711**.

## German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-877-743-8731, TTY 711**.

## Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-743-8731, TTY 711** 로 전화하십시오.

## Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-877-743-8731, TTY 711**.

## Japanese

ご注意:日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号**1-877-743-8731**、または**TTY 711**。

## Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-877-743-8731, TTY 711**.

## Panjabi

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-877-743-8731, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।



**Italian**

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-743-8731, TTY 711**.

**Hindi**

धुन दे: डदल आड हलनुदी डलषल डुलते हलँ तु डलषल सलहलड तल सेवलडं आडके ललए नलःशुलुक उडलडुध हलँ। कलल करलँ **1-877-743-8731, TTY 711**.