



HealthTalk

Your journey to better health



What's inside

Turn to page 2 and learn about **3 digits that could save a life.**

Member resources

Arizona Community Resource Guide

Connecting members to services close to home

Taking care of our health means taking care of more than just our bodies. Sometimes we need help with other things that affect our health, like finding a place to live or getting enough food to eat. The UnitedHealthcare Community Resource Guide can help you find the resources and support you need.



Visit uhc.care/AZ_LTC_Resource_Guide

3 digits could save a life

Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.¹ Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the 988 Suicide & Crisis Lifeline for support from a trained crisis counselor.

¹ Source: Centers for Disease Control and Prevention (CDC)



Self Care from AbleTo

Anytime, anywhere mental wellness support

Self Care is a self-paced digital wellness program available via the AbleTo app. Self Care is designed to:

- Help members aged 13+ build resilience, develop life skills, and manage feelings of stress and worry, to support their emotional wellbeing.
- Be a starting point for individuals who aren't ready for structured care but are ready to learn and develop resilience by building new skills and daily habits.

The core product features are informed by Cognitive Behavioral techniques:

- Assessments and Tracking
- Mental Health Skills & Tools
- Collections
- Community Journal

Enrollment is easy:

- Begin the onboarding process by creating an account at [AbleTo.com/begin](https://www.ableto.com/begin).
- Complete questions. Use group or policy number as the access code.
- Download the AbleTo app at the App store or Google Play.
- Sign in to access the self help tools.



Women's Health

Know your risk and take action

The CDC says that breast and cervical cancers are 2 of the most common types of cancer in women. Here are some factors that may increase your risk.

Breast cancer risk factors

- Are age 50 or older
- Have a mother, sister or daughter (first-degree relative) who has had breast cancer
- Have inherited changes to certain genes, such as BRCA1 and BRCA2
- Are not physically active
- Drink alcohol or smoke
- Started your period before age 12 or started menopause after age 55

Cervical cancer risk factors

- Have been infected with human papillomavirus (HPV)
- Smoke
- Have HIV (the virus that causes AIDS)
- Have had many sexual partners



Talk to your provider about cancer screenings and the HPV vaccine.

If you need to find a provider, we can help. Call Member Services at the phone number on page 8 to learn more. Or visit myuhc.com/communityplan.

Are you free of HIV?

Get tested during pregnancy to be sure

Any member can have a human immunodeficiency virus (HIV) test at any time. If you are pregnant and have HIV, the virus can be passed to your baby. The good news is that treatment during pregnancy and treating the baby after birth can greatly reduce the chance of this happening.

Talk to your primary care provider, maternity care provider or contact your local department of public health for testing. Testing is available at the Arizona Family Partnership. To learn more, call **1-888-272-5652** or visit **arizonafamilyhealth.org**. Planned Parenthood also offers testing and services. Call **1-800-230-7526** to learn more. If your test is positive, you can get specialty treatment and medical counseling.

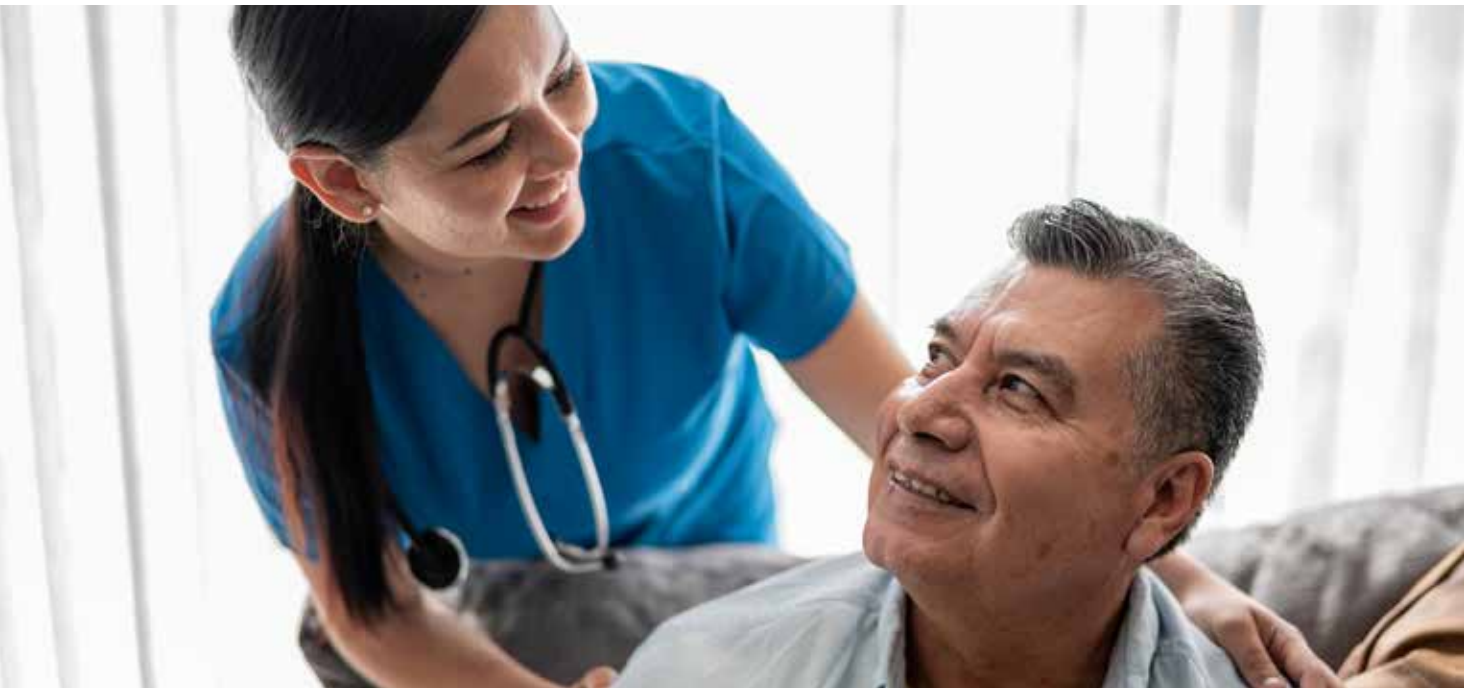
Member experience

A helping hand

When you have issues with your health coverage, we're here to help

A member with diabetes was having trouble getting medication for her insulin pump. She called Member Services, who worked with the doctor's office and pharmacy to approve the request. The member got her medicine and was thankful for the help. She now knows she can contact the case manager for any future needs. We're here to help and support you, too. Call Member Services at the phone number on page 8 to learn more.





Disease Management

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

Our disease management program can help you take charge of your health.

Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell



Everyday life

Peer & Family Support

Peer Support and Family Support services are available to members and their families. These services are for people who may want more support than community-based groups can provide.

Trained Peer Support Specialists and Family Support Partners are there to help. They understand what you are facing because they have been where you are.

- Support you with your needs and goals
- Support through feelings of isolation
- Connecting you to support and resources in the community
- Helping you to work with other health care providers
- Supporting you with service barriers
- Helping you with behavioral health challenges using:
 - Support groups
 - Coaching
 - Role modeling
 - Mentoring

To connect with peer or family support services, members and families can contact UnitedHealthcare's Office of Individual and Family affairs at Advocate.OIFA@UHC.com.

Everyday life

Social determinants of health

Social determinants of health reflect the social factors and physical conditions of the environment in which people are born, live, learn, play, work and age. They impact health and quality of life. They may be out of your control due to discrimination or an inability to access resources. Poor health outcomes are often made worse by this interaction. UnitedHealthcare recognizes its effects on the health care delivery system and quality of life. If you are experiencing food insecurity, are at risk for homelessness, are seeking safe and secure housing, or could use assistance to identify resources available from local community programs, call Member Services. Learn more at [healthypeople.gov](https://www.healthypeople.gov).

Dental health

Prevent tooth decay

Tooth decay is one of the most common diseases in children and is preventable. According to the Arizona Department of Health Services, more than 6 out of 10 Arizona children are affected by tooth decay. A cavity can lead to a toothache or problems with chewing and speech.

Good dental habits help keep your teeth and gums strong and healthy. At home, brushing twice a day and flossing at least once a day is a good place to start. Parents/caregivers may need help with brushing and flossing. For infants, start brushing with a small, soft toothbrush when their first tooth appears. Regular dental visits are important so that your dentist can catch problems early. This is true even if you do not have natural teeth. An exam of the mouth can provide early detection of pre-cancerous or cancerous lesions.

Strengthen teeth

Fluoride strengthens teeth and can make them less likely to get cavities. Fluoride varnish can be applied to your child's teeth as early as 6 months. Your child's Primary Care Provider (PCP) can apply the fluoride every 3 months until your child is 5 years old. This is in addition to the fluoride treatment your child can get from their dentist. Older kids can benefit from fluoride too! The dentist can apply fluoride varnish for members up to 21 years of age.



Find your dental home. We connect all members to a dental home. This is a specific dentist or dental office where you can go for your family's dental needs. If you do not know where your dental home is or need help finding another dentist, we can help. Call Member Services toll-free at the phone number on page 8.



We're here to help

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. You can use the ones below at no cost to you.

Member Services: 1-800-293-3740, TTY 711

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). Request a Member Handbook or Provider Directory at no cost.

Our website: myuhc.com/communityplan

Our website keeps all your health information in one place. Find a health care provider, view your benefits or see your member ID card, and more.

UnitedHealthcare app:

Download on the App Store® or Google Play™
Access your health plan information on-the-go.

Case Management: 1-800-293-3740, TTY 711

Case managers will help you with any behavioral health, medical or social service needs. You will receive phone calls and home visits. They can provide referrals to community resources. They will also help you develop a person-centered service plan focused on your preferences and strengths.

NurseLine: 1-877-440-0255, TTY 711

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

Office of Individual and Family Affairs (OIFA): 1-800-348-4058, TTY 711

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

**Community Connector:
uhc.care/HTCommConnector**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Assurance Wireless:

assurancewireless.com/partner/buhc

Get unlimited high-speed data, minutes and texts each month. Plus get a Android smartphone at no cost to you.

Suicide & Crisis Lifeline: 988

**Crisis Lines for Help With Mental Health:
1-844-534-HOPE (4673), TTY 711**

**Arizona Smoker's Helpline (ASHLine):
1-800-556-6222 | ashline.org**

Get help quitting smoking (toll-free).

Transportation:

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

If you need help with a ride to an appointment, UnitedHealthcare Community Plan can help. Non-emergency 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.



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

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 **1-800-293-3740**, 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 **1-800-293-3740**, 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 **1-800-293-3740**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.