



Health Talk

Your journey to better health

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Fall 2023

¡Voltee para español!

Developmental Disabilities

United
Healthcare
Community Plan

What's inside

It's time for your child's annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.



Smoking cessation

Time to quit

Help your child stop smoking

The Arizona Department of Health Services says kids are most likely to try smoking between 11 and 13 years old. And 51% of high school students in Arizona have tried vaping.

If your child smokes or vapes, there are resources to help them quit. They can:

- Call the Arizona Smokers Helpline (ASHLine) at **1-800-556-6222**, TTY **711**.
- Visit the SmokefreeTeen website at **teen.smokefree.gov**.
- Download the quitSTART app from the App Store® or Google Play™.



Teen suicide

Know the signs

Get help before it's too late

Depression is one of the most common causes of suicide in teens. It's important to recognize the warning signs that a teen may be at risk for suicide. Common signs include:

- Changes in behavior or mood
- Withdrawing from friends and activities they used to enjoy
- Talking about feeling hopeless or having no purpose
- Increasing their use of alcohol or drugs
- Having trouble sleeping or sleeping too much
- Reckless behavior
- Harming themselves

If you see your child doing any of these things, talk to them. Tell them it's OK to talk about their feelings. Do not judge them. You can help just by listening.

Let your teen know they are not alone. Help is available. The 988 Suicide & Crisis Lifeline provides free and confidential help 24 hours a day, 7 days a week. Call **988** or visit **988lifeline.org/chat**.

Baby safety

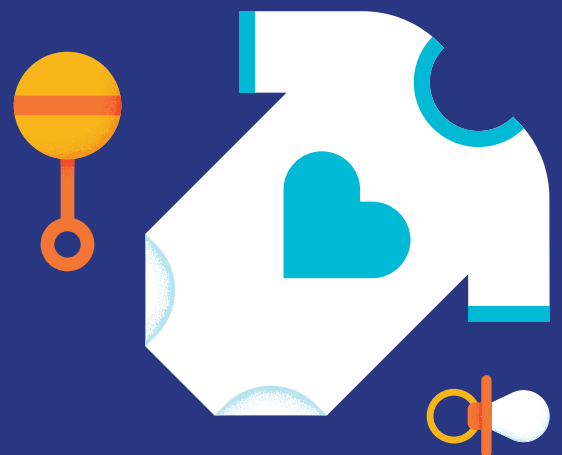
Rest easy

Tips for preventing SIDS

Sudden infant death syndrome (SIDS) is the sudden, unexpected death of a seemingly healthy baby. SIDS usually happens when a baby is asleep. The risk for SIDS is highest during the first 6 months of a baby's life.

The exact cause of SIDS is unknown. But there are things you can do to help prevent it:

- **Lay your baby on their back to sleep.** Do not put them on their stomach or side. Ask anyone putting your baby to bed for a nap or at night to do this.
- **Use a firm, flat sleep surface.** Do not use one at an angle or incline. A crib with a safety-approved mattress covered by a fitted sheet is a good option.
- **Keep the crib bare.** Do not place blankets, pillows or toys in the crib.
- **Use a sleep sack if your baby is cold.** Or put them in warmer clothes. Do not use blankets. Do not cover your baby's head.
- **Have baby sleep in your room for the first 6 months.** But keep your baby in their own bed. Adult beds are not safe for infants.



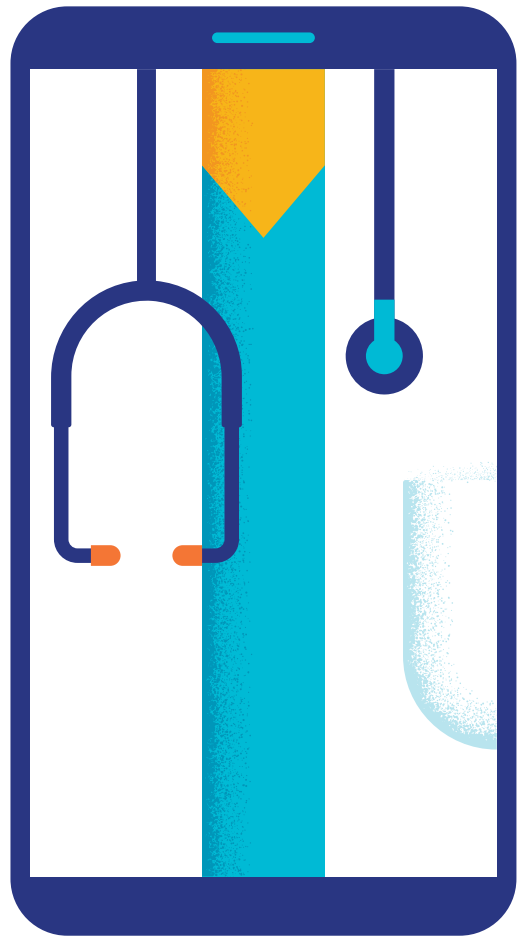
Understanding your child's health

Online resources to learn more about their health conditions

Parents who have a child who has been diagnosed with a disease often have questions. You may wonder:

- What is this disease?
- What are the treatments?
- How does this condition affect my child's overall health?
- Is my child at risk of getting any other diseases?

We have a disease management program to help you learn more and manage your child's health better. Visit myuhc.com/communityplan/healthwellness to learn about diseases for which care management help is offered. You can get support for chronic conditions such as asthma, diabetes, heart failure and kidney disease. There are more diseases you can get help for, too. Call Member Services toll-free at the phone number on Page 4 for more information.



Flu shot

Fight the flu

It's time for your child's annual shot

It is important for your child to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects your child from getting sick with the flu.
2. If they do get the flu, it will help make the symptoms less severe.
3. It also protects the rest of your family from getting the flu.
When everyone gets the flu shot, it makes it harder for the flu to spread.



Get the flu shot today. There is no cost to you for your child's flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.

Member resources

Here for you

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.

Member Services: 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).

1-800-348-4058, TTY 711

myuhc.com: Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

myuhc.com/communityplan

UnitedHealthcare app: Access your health plan information on the go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

Download on the App Store® or Google Play™

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

1-877-440-0255, TTY 711

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency 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 are being discharged from a hospital, call anytime. If you prefer to use public transportation, this option is available as well.

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



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Care Management: This program is for members with chronic conditions and complex needs. You can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

1-800-348-4058, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus, get an Android™ smartphone at no cost to you.

assurancewireless.com/partner/buhc

Go digital: Sign up for email, text messages and digital files to get your health information more quickly.

myuhc.com/communityplan/preference

Arizona Smoker's Helpline (ASHLine): Get help quitting smoking (toll-free).

1-800-556-6222, TTY 711

ashline.org

Suicide & Crisis Lifeline: 988

Crisis Lines for Help With Mental Health:

1-844-534-HOPE (4673), TTY 711

Office of Individual and Family Affairs (OIFA):

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

1-800-348-4058, TTY 711



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 **1-800-348-4058**, 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 **1-800-348-4058**, 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 **1-800-348-4058**, TTY **711**, 8 a.m. – 5 p.m., Monday – Friday.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy please contact: UnitedHealthcare Community Plan Member Services at **1-800-348-4058**.

Para obtener este documento en otro formato u obtener información adicional sobre esta política, comuníquese con UnitedHealthcare Community Plan.