



HealthTALK

SUMMER 2019



Extra help.

The Family Engagement Center has a program for families of children with special needs. They match you with a family advisor who works on behalf of the entire family, not just the children with special needs, to help provide support. For more information, call **1-855-409-7091**.



90-day supply benefit.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We've got you covered. To find out what medications are included, call Member Services toll-free at **1-800-414-9025**, **TTY/PA Relay 711**.

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

Control asthma.

Take steps to limit attacks.

Asthma is a disease that affects the lungs and airways. It causes serious coughing and wheezing. Children and adults with asthma can get help from their doctor. Medication can help control daily symptoms.

Sometimes, even with medication, a person can have a severe asthma attack. A bad attack makes it difficult to breathe. This could become an emergency.

To control your asthma, learn what can trigger an attack.

- **Exercise.** Some people only have attacks after vigorous physical activity.
- **Airborne irritants.** Things in the air, such as pollen, dust mites, smoke or pet dander.
- **Cold or dry air.**
- **Catching a common cold or the flu.**

Develop an asthma action plan. Talk to your doctor about the best way to prevent or manage attacks. You might need to add quick-relief medications or use an inhaler.



We can help. UnitedHealthcare Community Plan has disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711**, to learn more.

Transgender health and abuse.

Abuse can happen to anyone. One in 4 transgender people faces abuse from a partner. One in 2 has been sexually assaulted at some point in their lives. Trans women and transgender people of color face higher risk of abuse. Many transgender people do not seek help for health issues or abuse because they do not feel safe.

Transgender people may not get the care they need because they feel like they cannot trust their doctor. Many doctors do not know the best way to work with a transgender patient. Some doctors will not work with people who are transgender. Often, transgender patients have to teach doctors about their needs, and that can be very frustrating.

Transgender people may have trauma from abuse and may not feel safe asking for counseling.

Health care may not cover things they need, like trauma counseling or hormone therapy. They may not get screenings for sexually transmitted infections (STIs) or other health issues. All of these things put transgender people at high risk for many serious health issues such as:

- STIs.
- Substance abuse.
- Mental health issues.
- Intimate partner and sexual violence.



Get help. There are resources that can help transgender people get the assistance they need. The websites **transcentralpa.org**, **forge-forward.org** and **transequality.org** can link transgender patients with help. You can also check for local support in your area for transgender health care needs.

Check, please.

Buy fresh fruits and veggies this summer.

Summer is here. That means you may be receiving the Women, Infants and Children (WIC) Farmers' Market Nutrition Program (FMNP) checks. The WIC offices distribute the checks to eligible WIC participants in Pennsylvania to purchase locally grown fresh fruits and vegetables from local farmers' markets.

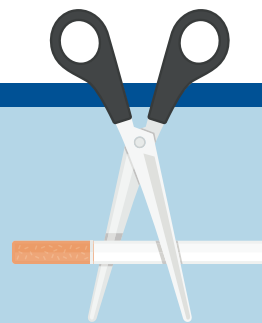
We want you to get the most from this valuable benefit. Here are 5 things to know:

1. FMNP checks can be used from June 1 through Nov. 30 at local farmers' markets that accept the checks.
2. WIC participants who are pregnant, postpartum or breastfeeding, and children who are at least 2 years old by Dec. 31, 2019, are eligible to receive FMNP checks this year.
3. Fresh fruits and vegetables must be grown in Pennsylvania to be purchased with FMNP checks.
4. Other items sold at farmers' markets such as baked goods, ciders, jams and jellies cannot be purchased with FMNP checks.
5. You will need to pay the difference if your purchase exceeds the value of your FMNP check(s). Change will not be provided if you do not use the full amount of the check(s).



Eat fresh. Get started online at pawic.com. Or call **1-800-942-9467**

to apply for WIC benefits. You can learn more about which fruits and vegetables can be purchased with FMNP checks at bit.ly/FMNP-Food. You can search for farmers' markets near you that accept FMNP checks at bit.ly/PA-Farm-Markets.



Smoking and mental health.

According to the Substance Abuse and Mental Health Services Administration (SAMHSA), smoking can interfere with behavioral health. Research also shows that quitting smoking can improve mental health and addiction recovery outcomes. For example, smoking cessation can increase long-term abstinence from alcohol and other drugs for people involved in treatment.



Time to quit? For more information on tobacco use and behavioral health, visit SAMHSA.gov. Click on "Publications" to read about how alcohol, tobacco and other drugs affect mental health.

Expect rewards.

Are you expecting a baby? Join Baby Blocks™. The program helps keep both you and your baby healthy throughout your pregnancy and during your baby's first 15 months of life. You will get email and text reminders about upcoming health care visits. You also get helpful health information at each stage of pregnancy and new parenthood.

When you join Baby Blocks, you also get rewards. You can earn up to 8 gifts for going to important prenatal, well-baby and postpartum visits. Rewards range from health items, to toys and books, to gift cards.

Some pregnant women battle with addiction to opioids, other drugs and alcohol. We know you want the best for your baby. We can help. Our maternal child nurse is a phone call away and can help you take the first step. Just call **215-832-4592**.



Join today. Visit UHCBabyBlocks.com to sign up for the Baby Blocks rewards program.





Resource corner.

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

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

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

**myuhc.com/CommunityPlan
Health4Me®**

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

1-844-222-7341, TTY/PA Relay 711

Healthy First Steps[®]: Get support throughout your pregnancy (toll-free).

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

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.

UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.

KidsHealth.org

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).

**1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org**

Special Needs Unit: Get support for ongoing physical, developmental, emotional or behavioral conditions (toll-free).

1-877-844-8844, TTY/PA Relay 711

Want to receive information electronically?

Call Member Services and give us your email address (toll-free).

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



Open wide.

Does your child have dental sealants?

Dental sealants can prevent tooth decay and cavities. They are thin coatings that get painted on the tops of the back teeth to block out germs and food. In other words, they protect the teeth's chewing surfaces from cavities by covering them with a protective shield.

Dental sealants are a covered benefit. They can be applied to your child's teeth with no out-of-pocket expense to you. Once applied, sealants protect against 80 percent of cavities for 2 years and 50 percent of cavities for up to 4 years. Children ages 6 to 11 without sealants tend to have more cavities than children with sealants.

Sealants can be applied by a dentist, dental hygienist or other qualified dental professional. It can be done in a dental office or in community settings like your child's school. There is no injection or numbing when sealants are placed on the teeth. It is simple and does not take a lot of time.

Less than half of children ages 6 to 11 have dental sealants. Untreated cavities can cause pain, infection and problems eating, speaking and learning.



Smile. Take advantage of dental sealants to prevent cavities. Schedule an appointment today. If you need help finding a dentist, call Member Services toll-free at **1-800-414-9025, TTY/PA Relay 711.**



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.**

লক্ষ্য করুন: আপনি যদি বাংলায় কথা বলেন, তাহলে আপনার জন্য বিনা খরচে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। **1-800-414-9025, TTY/PA RELAY: 711** নম্বরে ফোন করুন।

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

सूचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૌલ કરો **1-800-414-9025, TTY/PA RELAY: 711.**



UnitedHealthcare Community Plan cumple con las leyes federales de derechos civiles aplicables y no discrimina por raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad, creencias, afiliación religiosa, ascendencia, sexo, identificación de sexo, expresión sexual u orientación sexual.

UnitedHealthcare Community Plan proporciona ayuda y servicios gratuitos a personas con discapacidades para que puedan comunicarse con nosotros de manera efectiva, por ejemplo:

- Intérpretes de lenguaje de señas calificados
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y demás formatos)

UnitedHealthcare Community Plan ofrece servicios de idioma gratuitos a las personas cuyo idioma principal no es el inglés, por ejemplo:

- Intérpretes calificados
- Información escrita en otros idiomas

Si necesita estos servicios, comuníquese con UnitedHealthcare Community Plan al **1-800-414-9025, TTY/PA RELAY 711**.

Si considera que UnitedHealthcare Community Plan no ha proporcionado estos servicios o ha discriminado de otro modo en función de la raza, el color, la nacionalidad, la edad, la discapacidad, las creencias, la afiliación religiosa, la ascendencia, el sexo, la identificación de sexo, la expresión sexual o la orientación sexual, puede presentar una queja con:

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
Teléfono: **717-787-1127, TTY/PA Relay 711**
Fax: **717-772-4366**, o
Correo electrónico: **RA-PWBEOAO@pa.gov**

Usted puede presentar una queja en persona o por correo, fax o por correo electrónico. Si necesita ayuda para presentar una queja, UnitedHealthcare Community Plan y la Oficina de Igualdad de Oportunidades están disponibles para brindarle asistencia.

También puede presentar un reclamo de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de los EE. UU. por vía electrónica a través del Portal de Quejas de la Oficina de Derechos Civiles disponible en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, o por correo postal o teléfono al:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Los formularios de reclamos están disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**.