



# HealthTalk

Your journey to better health



## What's inside

**It's time for your annual flu shot.**  
Our flu shot location finder makes it easier to find where to get one.  
Learn more on page 2.

## Medicaid Renewal

### Take action

#### What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when its time. They may call it recertification or redetermination.

Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. It is important to reply when they contact you. If you don't you could lose your health plan.



**We're here to help.**

Learn more at [uhc.com/staycovered](https://www.uhc.com/staycovered).

# Fight the flu

## It's time for your annual flu shot

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

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

**Get your flu shot today.** There is no cost to you. We have an online tool that makes it easier to schedule one. Visit [myuhc.com/findflushot](https://myuhc.com/findflushot).



# Person Centered Service Planning

Person Centered Service Planning helps you address your personal care, medical needs, and identifies personal goals. Planning includes Case Managers, Members and their family, friends, providers, Health Care Decision Makers, and caregivers. They all work together to create a personalized service plan driven by you and addressing what is important to you.

The planning process will-

- Build on member's strengths, life preferences, and support needs
- Include opportunities for social connections, employment, community activities and volunteering
- Promote independence and community inclusion

During each visit your Case Manager will focus on your personal goals which may include seeking alternative housing, pursuing education or employment, exploring hobbies or recreational activities, and anything that leads to improvement in your health and wellbeing. Contact your UnitedHealthcare Community Plan Case Manager to schedule a meeting or to learn more.



## Transitions of care

# Follow-up care is important

## What to do after getting home from the hospital

The time immediately following a hospitalization or emergency room visit can be overwhelming. Take these steps to help ease this transition:

1. **Understand your discharge instructions.** Your nurse or provider should review these with you before you leave the hospital. Ask questions about anything you don't understand.
2. **Fill any new prescriptions.** While at the pharmacy, ask the pharmacist to review your entire list of medications for any possible drug interactions.
3. **Make a follow up appointment** to be seen by your primary care provider (PCP) or behavioral health provider within 7 days following your discharge. Bring a copy of your discharge instructions and a list of any new medications prescribed to you.
4. **Call your Long Term Care Case Manager as soon as you are able.** Your Case Manager will want to review changes in care, services or support needed following your discharge.

Ask for support. Many people need extra help during this time. Asking for support from others may be just what you need for a speedy recovery.



If you need help scheduling a follow up appointment, please call your Case Manager or the Member Services number toll-free at the number on page 6.

# Control Your Asthma

Asthma is a disease that affects your lungs. It causes repeated episodes of wheezing, breathlessness, chest tightness, and nighttime or early morning coughing.

## How can you reduce and control your Asthma?

- Work with a doctor to create an Action Plan
- Share your child's Action Plan with their daycare or school
- Know your triggers and avoid them
- Take medicine the way your doctor prescribed it

## What are common triggers?

- Tobacco smoke (secondhand smoke)
- Dust mites, cockroach and other pests
- Cats and Dogs
- Mold
- Emotions (stress, anxiety)
- Chemical irritants and outdoor pollution

### Asthma Action Plan

#### GO – You are doing well

- Sleep through the night
- Can go to work or school and do the things I usually do
- Breathing is good
- No cough or wheezing

**Continue taking your long-term control medicine.**

#### CAUTION – Slow down

- First signs of a cold
- Cough or mild wheeze
- Tight chest
- Trouble breathing, especially at night
- I can't do some of the things I usually do

**Add your quick-relief medicine and continue your long-term control medicine.**

**If your symptoms get better after an hour keep checking them and continue your long-term control medicine.**

#### DANGER – Get help

- Medicine is not helping
- Breathing is hard and fast
- Nose opens wide
- Ribs show
- Severe wheezing

**Add the other medicines your doctor has prescribed and call your doctor.**

**If your symptoms don't get better and you can't reach your doctor, go to the hospital.**



## Everyday life

# Stay healthy

## A healthy weight promotes long-term good health

Your doctor can tell you if your child's weight is healthy. Ask your doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and gender.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.

Eating well can help your child keep a healthy weight. This means eating lots of fruits and vegetables and reducing sugar sweetened beverages, including juices and sports drinks. Regular exercise is important, too. Your doctor can give you advice on how to eat well and make sure your child is getting enough exercise.

# It's important to test your child for lead

Lead is often found in plumbing or paint in older homes. It can also be found in soil and in some imported products. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning.

Lead poisoning can affect a child's blood, bones and/or brain. It can cause slow growth or developmental problems. Many children with lead poisoning don't have symptoms. That's why testing is important. All children must be tested at 1 and 2 years of age. Lead testing is part of the well-child visit at these ages.

Expecting? Lead poisoning can cause serious problems during pregnancy, such as premature birth and miscarriage. Talk with your provider to learn more.

# 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](https://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): 1-800-293-3740, TTY 711**

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

**Community Connector:**

**[uhc.care/HTCommConnector](https://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](https://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](https://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.