



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).

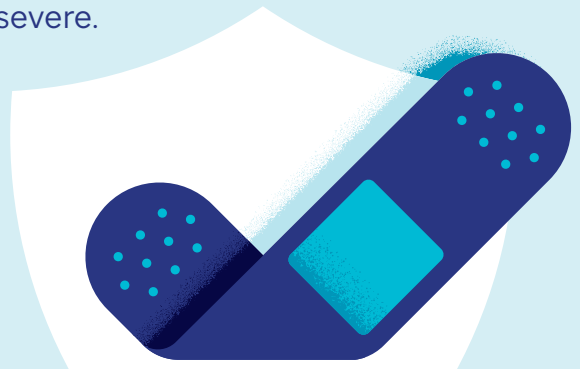
Fight the flu

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.



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.

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 the Member Services number toll-free at the number on page 6.

Disease Management

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.

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.

Augmentative and Alternative Communication (AAC) Devices

What is an AAC device?

An AAC device gives an individual added ways to tell their wants, needs and thoughts. These devices are used by a person in all settings (home, school, community). They can communicate using images from the tablet screen.

How to request an AAC device

Complete these steps:

1. Ask your Primary Care Provider (PCP) for a referral to receive an assessment by a Speech Language Pathologist (SLP). This referral is good for 12 months.
2. Schedule an appointment with the SLP for the assessment. You can find a list of in-network licensed and registered SLP's at uhc.com/communityplan/arizona/plans/medicaid/developmental-disabilities#collapse or by calling member services, 1-800-348-4058.
3. The SLP will request a prior authorization to perform the evaluation.
4. During the evaluation, the SLP will include at least 3 devices for you to try.
5. Once you have chosen the device, prior authorization will be requested to place and complete the order.
6. Once the device is approved, the AAC device vendor will deliver the device to your home.
7. The SLP who completed the evaluation will provide you and your family with training on the device.



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.

Vaccines | Part D coverage

Except for vaccines covered under Medicare Part B (medical insurance), Medicare medication plans must cover all commercially available vaccines (like the shingles vaccine) when medically necessary to prevent illness.

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: 1-800-348-4058, 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.

Care Management:

1-800-348-4058, TTY 711

Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

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.

Discrimination is against the law. Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, the company does not discriminate, exclude people, or treat them differently based on any of the following: race, color, national origin, sex, pregnancy, childbirth or medical conditions related to pregnancy or childbirth, political or religious affiliation or ideas, culture, creed, social origin or condition, genetic information, sexual orientation, gender identity or expression, ancestry, age, military service or veteran status, marital status, or disability.

You have the right to file a discrimination complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, fax, or email at:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UT 84130
Email: **UHC_Civil_Rights@uhc.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**

By mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

We provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified American Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide 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, please call Member Services at **1-800-348-4058**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday.

