



# HealthTALK

SUMMER 2018



## KidsHealth®

UnitedHealthcare and KidsHealth® have teamed up to provide advice you need, when you want it. Parents can get doctor-approved advice. Kids can find fun health games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit [uhc.com/kids](http://uhc.com/kids) today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

## Growing up.

### Teach teens to take charge of their health.

Teenagers can start learning to be health care consumers. Parents can teach their teens health care skills such as:

- Making medical and dental appointments.
- Writing a list of questions to ask at appointments.
- Talking with the provider.
- Filling out forms.
- Understanding medications.

Helping teens become involved with their care can be both challenging and rewarding. It can help teens build self-esteem, increase confidence and become more independent. It can also improve their experience with medical providers now and into adulthood.

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



**We can help.** UnitedHealthcare Community Plan can help your teen choose the right provider. Call Member Services, visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me®** app.

UnitedHealthcare Community Plan  
475 Kilivert Street  
Warwick, RI 02886


# Ask Dr. Health E. Hound.®

## Q: How can I protect my child from the sun?

**A:** Kids get much of their lifetime sun exposure before age 18. It's important to think about sun protection every day – not just when you go to the pool or beach. Starting good sun protection habits early can protect your children from skin cancer as adults.

- Try to avoid exposure in the middle of the day, when the sun is strongest.
- Cover up with clothing and hats.
- Don't let your teen use tanning beds.
- Keep babies covered by the shade of an umbrella or canopy.
- Give your child sunglasses to protect his or her eyes from sun damage.

Sunscreen is one of the best defenses for everyone 6 months of age and over. Use sunscreen with an SPF of 30 or higher every day. Choose a broad-spectrum formula that protects against both UVA and UVB rays. Apply a thick coating 15 to 30 minutes before kids go outside. Reapply often and after a child sweats or swims.

 **Learn more.** Get more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit [uhc.com/kids](http://uhc.com/kids).



# Breathe easy.

## Understanding your asthma or COPD medication.


There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

### Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

### Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.

 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-800-587-5187, TTY 711**, to learn more.

# Prescribed an opioid?


## 3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.

 **Need help?** Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** or Optum Behavioral Health line at **1-800-435-7486** to begin recovery.



## 5 facts about chlamydia.

1. Chlamydia is the most commonly diagnosed sexually transmitted infection (STI). Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts suggest sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.

 **Find Dr. Right.** See your primary care provider for STI counseling and testing. Need a new PCP? Visit **myuhc.com/CommunityPlan** or use the **Health4Me®** app. Or call Member Services toll-free at **1-800-587-5187, TTY 711**.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).  
**1-800-587-5187, TTY 711**

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

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me®**

**MyHealthLine™:** Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.  
**1-800-587-5187, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps®:** Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks™:** Get rewards for timely prenatal and well-baby care.  
**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[uhc.com/kids](http://uhc.com/kids)**

# Crush cancer.

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT: Mammography.**

**WHY:** To catch breast cancer early.

**WHEN:** Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every two years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

**WHAT: Colonoscopy.**

**WHY:** To catch or prevent colorectal cancer.

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

**WHAT: Pap and HPV screening.**

**WHY:** To catch or prevent cervical cancer.

**WHEN:** Pap screening for women every three years between ages 21–29. Pap and HPV tests every five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Are you at risk?** Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





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 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o origen nacional, puede enviar una queja a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**UHC\_Civil\_Rights@uhc.com**

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

**Teléfono:**

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

**Correo:**

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-587-5187, TTY 711.

**Spanish**

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo. Llame al 1-800-587-5187, TTY 711.

**Portuguese**

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma. Contacte 1-800-587-5187, TTY 711.

**Chinese**

注意：我們提供免費的語言協助服務。請致電 1-800-587-5187 或聽障專線 (TTY) 711。

**French Creole (Haitian Creole)**

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

**Mon-Khmer, Cambodian**

សូមយកចិត្តទុកដាក់៖ សេវាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានសម្រាប់អ្នក ។  
សូមទូរស័ព្ទទៅលេខ 1-800-587-5187, TTY 711 ។

**French**

ATTENTION : vous pouvez profiter d'une assistance linguistique sans frais en appelant le 1-800-587-5187, TTY 711.

**Italian**

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero 1-800-587-5187, TTY 711.

**Laotian**

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ 1-800-587-5187, TTY 711.

**Arabic**

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

**Russian**

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону 1-800-587-5187, TTY 711.

**Vietnamese**

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

**Kru (Bassa)**

TÒ ĐUŨ NÒMÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wuḍu-dù kò-kò po-nyò bě bìi nō à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄wín, ḍá nòbà nìà ke: 1-800-587-5187, TTY 711.

**Igbo**

NRỤBAMA: Ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ 1-800-587-5187, TTY 711.

**Yoruba**

AKIYESI: Iranlowo siso ede, o wa ni ofe fun o. Pe 1-800-587-5187, TTY 711.

**Polish**

UWAGA: Zapewniamy bezpłatne wsparcie tłumaczeniowe. Prosimy o kontakt telefoniczny: 1-800-587-5187, TTY 711.