



# HealthTALK

SUMMER 2019 | ¡VOLTEE PARA ESPAÑOL!



## Good news, Virginia.

More people now qualify for Medicaid. Are you one of them? You can find more information about eligibility and enrollment at [coverva.org](http://coverva.org) or by calling Cover Virginia at **1-855-242-8282, TTY 711**, Monday – Friday from 8 a.m. – 8 p.m.

## Sunny days.

### Stay safe this summer.

Summer is a great time for kids to be active and play outside. But it's important to remember that the sun's rays can be harmful. Here are a few tips to help protect you and your kids this summer:



- **Apply sunscreen.** Use sunscreen with an SPF of 15 or greater. Apply it generously 30 minutes before going outside. Also make sure the sunscreen is broad spectrum. This means it protects from both UVA and UVB rays.
- **Use sunglasses.** Sunglasses protect the eyes from UV rays. Not using proper eye protection can lead to eye problems later in life.
- **Wear a hat.** Make sure the hat covers your child's face, ears, scalp and neck.
- **Mind the time.** Try to go outside in the early morning or late afternoon. The sun's rays are less strong at these times.

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UnitedHealthcare Community Plan  
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Richmond, VA 23235

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# Help is here.

## Get treatment for alcohol and drug problems.

Getting treatment for substance use can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. Here's how to start your recovery:



- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.

 **Learn more.** Visit [LiveAndWorkWell.com](http://LiveAndWorkWell.com) for more information about how to get treatment for substance use disorders and mental illness.

## Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small?

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.

Start seeing your provider as soon as you are pregnant. Have your first visit before your 12th week. Then, go monthly for the first 6 months. Go every 2 weeks for months 7 and 8. For the last month, see your provider every week.



 **Take the first step.** UnitedHealthcare Community Plan has a program for pregnant women. It's called Healthy First Steps®. It provides information and support. All pregnant women can join. For more information, call **1-800-599-5985, TTY 711.**

## Know your BMI.

In the United States, more than 2 out of 3 adults are overweight or obese. Obesity is also becoming more common in children. Nearly 1 out of 5 children are obese according to recent data. Being overweight or obese puts you at risk for many problems. These include heart disease, high blood pressure and type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too high for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



 **Know your number.** Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at [cdc.gov/healthyweight/assessing/bmi](http://cdc.gov/healthyweight/assessing/bmi).

# Mild summer salsa recipe.

A tasty and refreshing snack.

Picnics are popular in the summer months. Sandwiches, fruit, vegetables, chips and dips are easy to pack and prepare ahead of time. If you're looking to spice things up, try this healthy summer salsa recipe and serve with tortilla chips.

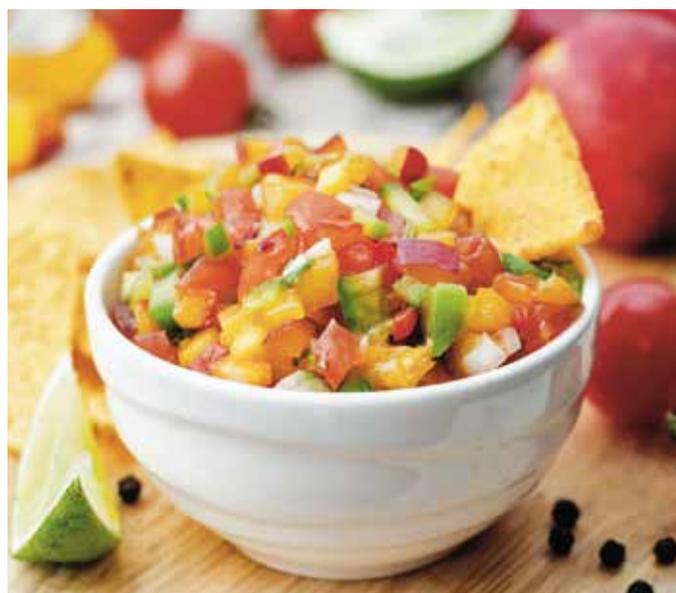
## Ingredients

- 1 15.5-ounce can no-salt-added or low-sodium black beans, drained
- 1 15-ounce can no-salt added or low-sodium kernel corn, drained or  $\frac{3}{4}$  cup frozen corn, thawed
- 1 medium red bell pepper or 1 tomato diced
- $\frac{1}{2}$  cup red onion, diced
- 1 teaspoon minced garlic from jar
- 2 tablespoon chopped cilantro
- 2 tablespoons cider vinegar
- 3 teaspoons extra virgin olive oil
- Juice of 1 lime

## Instructions

Toss all ingredients together. Chill for at least one hour. Serve with tortilla chips.

 **Eat smart.** Remember food safety rules when you go on a picnic. Use a cooler to keep any perishable foods cold. Be careful when it's very hot outside. You shouldn't leave food in temperatures over 90°F for more than one hour.



## Charting health.

Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.

 **Time for a checkup?** We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-844-752-9434, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-844-752-9434, 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®**

**NurseLine<sup>SM</sup>:** Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).  
**1-800-842-3014, TTY 711**

**QuitLine:** Get free help quitting smoking (toll-free).  
**[quitnow.net](http://quitnow.net)**  
**1-800-227-2345, 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 (toll-free).  
**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** 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.  
**[KidsHealth.org](http://KidsHealth.org)**

**Want to receive information electronically?** Call Member Services and give us your email address (toll-free).  
**1-844-752-9434, TTY 711**



# Getting the right care.

## Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

For general health questions, call our toll-free NurseLine<sup>SM</sup> at **1-800-842-3014, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



**We're here for you.** From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-844-752-9434, TTY 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, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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)
- 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 **1-844-752-9434, TTY 711**, 8 a.m. to 8 p.m. ET, Monday through Friday.

If you feel 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, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail at:

**Mail:**

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

**Phone:**

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

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

## English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711**.

## Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711**.

## Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.  
**1-844-752-9434, TTY 711** 로 전화하십시오.

## Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-844-752-9434, TTY 711**.

## Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-844-752-9434**，或聽障專線 **(TTY) 711**。

## Arabic

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا.  
اتصل على الرقم **1-844-752-9434**، الهاتف النصي **711**.

## Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-844-752-9434, TTY 711**.

## Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-844-752-9434 (TTY 711)** تماس بگیرید.

## Amharic

አማርኛ (Amharic) ቁጥንቋ የሚናገሩ ከሆነ የቁንቋ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉ። **1-844-752-9434, TTY 711** ይደውሉ።

## Urdu

اگر آپ اردو (Urdu) بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-844-752-9434**، ٹی ٹی وائی **711**۔

## French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-844-752-9434, TTY 711**.

## Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-844-752-9434, TTY 711**.

## Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-844-752-9434, TTY 711**।

## German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-844-752-9434, TTY 711**.

## **Bengali**

আপনি যদি বাংলায় কথা (**Bengali**) বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-844-752-9434, TTY 711** নম্বরে ফোন করুন।

## **Kru (Bassa)**

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wuḍu (Kru (Bassa))**-dù kò-kò po-nyò bě bìì n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, dá n̄ bà n̄à kε: **1-844-752-9434, TTY 711**.

## **Igbo**

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu diiri gi. Kpọọ **1-844-752-9434, TTY 711**.

## **Yoruba**

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànḽowọ̀ ìtumò èdè, wá fún ọ ní ọfẹ́. Pe **1-844-752-9434, TTY 711**.



UnitedHealthcare Community Plan cumple con los requisitos fijados por las leyes Federales de los derechos civiles y no discrimina en base a raza, color, origen nacional, edad, discapacidad o sexo. En otras palabras, UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, origen nacional, edad, discapacidad o sexo.

UnitedHealthcare Community Plan:

- Provee asistencia y servicios gratuitos de ayuda para las personas con discapacidades en su comunicación con nosotros, con:
  - Intérpretes calificados en el lenguaje de señas
  - Información por escrito en diferentes formatos (letras de mayor tamaño, audición, formatos electrónicos accesibles, otros formatos)
- Provee servicios gratuitos con diversos idiomas para personas para quienes el inglés no es su lengua materna, como:
  - Intérpretes calificados
  - Información impresa en diversos idiomas

Si usted necesita estos servicios, por favor llame gratuitamente al **1-844-752-9434, TTY 711**, de 8 a.m. a 8 p.m. hora del Este, de lunes a viernes.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le ha tratado a usted de manera diferente debido a su raza, color, origen nacional, edad, discapacidad o sexo, usted puede presentar una queja por correo o correo electrónico a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

Usted también puede presentar una queja acerca de sus derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina de Derechos Civiles, electrónicamente a través del sitio para quejas de la Oficina de Derechos Civiles en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> o por correo en:

**Correo:**

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

**Teléfono:**

Gratuitamente al **1-800-368-1019, 1-800-537-7697** (TDD)  
Formularios para quejas se encuentran disponibles en  
<http://www.hhs.gov/ocr/office/file/index.html>