



Health Talk



Summer 2021

United
Healthcare®
Community Plan

AHCCCS COMPLETE CARE

Did you know?

Due to the COVID-19 pandemic, the Olympic Games were postponed for the first time ever. The 2020 Summer Olympic Games are being played in Tokyo this year in late July and early August.



istock.com/Paul Bradbury

The COVID-19 vaccine

You may be wondering if it is safe to get the COVID-19 vaccine. The U.S. vaccine safety system puts all vaccines through a strict process to make sure they are safe. They are proven to be safe and effective for most people ages 12 and older. Most COVID-19 vaccines require 2 doses.

Get vaccinated when you are eligible. If you have questions about when you are eligible, contact your state health department. We know the vaccine supply may be limited. When the vaccine is available, it is important for everyone who is eligible to get it. This will help reduce the spread of COVID-19.



It's your best shot. Visit UHCCommunityPlan.com/covid-19/vaccine for the latest information about the COVID-19 vaccine.

UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004

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Healthy mind, healthy body

It's OK to ask for help

Increased stress can lead people to use alcohol and drugs more often. If you or someone you care about is struggling with substance use, help is available.

Getting treatment for substance use can result in a better life. Here are some tips to start recovery:

- **Contact your primary care provider.** They can help you come up with a plan for treatment.
- **Find the right treatment.** Many kinds of help are available. This includes counseling, peer support and medication-assisted treatment (MAT). MAT uses medications along with counseling and behavioral therapies.
- **Get help from family, friends and your community.** Don't try to get better by yourself. Having people you can turn to for support can help.
- **Add a support group.** Talking with others who have "been there" can be helpful. There are many types of online and in-person groups.



Here to help. Contact the behavioral health hotline at **1-800-435-7486**, TTY **711**. They can help you find treatment.

App help

On-demand help with stress, anxiety and depression

Sanvello is an app that offers clinical solutions to help dial down the symptoms of stress, anxiety and depression—anytime. Connect with powerful tools that are there for you when symptoms come up. Stay engaged for each day for benefits you can feel. Escape to Sanvello whenever you need to, track your progress and stay until you feel better.

The Sanvello app is available to you at no extra cost as part of your plan's behavioral health benefits. You can upgrade to premium for free by following these steps:

1. Download the app at **sanvello.com** and open it.
2. Create an account and choose "upgrade through insurance."
3. Search for and select UnitedHealthcare, then enter the information available on your UnitedHealthcare medical insurance card.



Download today. More information is available at **sanvello.com**. Email **info@sanvello.com** with any questions.



Prevention is the best medicine

Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you and your family healthy. Preventive care includes routine well exams, screenings and vaccines to keep you and your family from getting sick or developing other health problems.

All members of your family over the age of 3 should see their primary care provider once a year for an annual well visit. Children younger than 3 need to see their providers more often to get their recommended vaccines and screenings.

At your annual well visit, ask your provider about screenings and vaccines. Screenings can help catch common illnesses and conditions early, when they are easier to take care of. Vaccines protect against serious diseases that may require time in the hospital.

Lead screening

If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.

Developmental and behavioral screenings

These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old — or anytime you have a concern.

Blood pressure screening

Keeping your blood pressure in check is an important part of maintaining good health. Adults should have their blood pressure checked at each well visit.



Breast cancer screening

Women who are 50 to 74 years old and are at average risk for breast cancer should get a mammogram every 2 years to screen for breast cancer.

Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults beginning at the age of 45. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests.



Time for a checkup? Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.



Understanding prior authorization

Prior Authorization is a review of a requested health service conducted by a clinical professional to ensure that the service requested is medically necessary by meeting standardized medical criteria as well as meeting regulations as set by Arizona Health Care Cost Containment System (AHCCCS). Most services at participating providers through UnitedHealthcare do not require prior authorization, however there are certain services which do require authorization before the service is given. Your primary care physician and or your current service provider can help you understand if the service they are requesting requires prior authorization. If you need additional information contact UnitedHealthcare Community Plan Member Services at **1-800-348-4058**, TTY **711**.

AHCCCS defines requests into two buckets for prior authorization, expedited and standard requests:

An **expedited request*** is defined as an authorization requested for a service that if the standard time frame was followed for issuing an authorization decision it could seriously jeopardize the member's life, health, or ability to attain, maintain or regain maximum function. Expedited requests meeting these requirements are completed in a 72-hour expedited time frame.

A **standard request*** is defined as a request for a service that does not meet the definition of an expedited service authorization request. Standard requests meeting these requirements are completed in a 14 calendar days time frame from the date the request for service was received.

Extension to the time frame of 14 calendar days may occur when you, your Health Care Decision Maker or your provider (with legal consent of you or your Health Care Decision Maker), requests an extension, or when a prior authorization clinical professional justifies the need for additional information which is found to be in your best interest.

Authorization decisions are made faster and more accurately when we have all the information necessary from your provider.

* non-medication requests

Here comes the sun

Protect your skin while you're out having fun

Remember to wear sunscreen when you go outside this summer. It protects your skin and reduces your chance of developing skin cancer. Use a sunscreen that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher.

You should put on sunscreen about 15 minutes before you first go outside. Reapply about every 2 hours or right after swimming or excessive sweating.



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iStock.com/shapecharge

You're not alone

Get help for substance use disorder

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenge or you're worried about your own substance use, you may feel helpless. You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

Medication Assisted Treatment (MAT) combines the use of medication as well as services such as counseling. This provides a thorough approach to the treatment of substance use disorders. MAT has been shown to reduce physical cravings, as well as take care of behaviors that may lead to relapse.

Call us. We care. The Substance Use Disorder Helpline (**1-855-780-5955**, TTY **711**) is staffed with highly trained and licensed recovery advocates. A recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer you to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support. The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.



Get support. Call the Substance Use Disorder Helpline at **1-855-780-5955**, TTY **711**, 24 hours a day.

Mobile app update

We have updated our mobile app to UnitedHealthcare App. Find us on your smart device and gain access to valuable information about your membership. You can find doctors, your membership card and more. For questions, contact member services at **1-800-348-4058**, TTY **711**.



UnitedHealthcare corner

UnitedHealthcare Community Plan offers the following at no cost:

- Wide choice of doctors and hospitals
- Unlimited rides to and from the doctor and pharmacy
- 24/7 NurseLine
- Personal care managers
- Flu shots and other vaccines
- Language assistance
- UnitedHealthcare app for your mobile device
- Behavioral health services
- Dental care
- Vision care
- Prescription coverage
- Pregnant mothers earn great incentives from our Healthy First Steps® rewards program

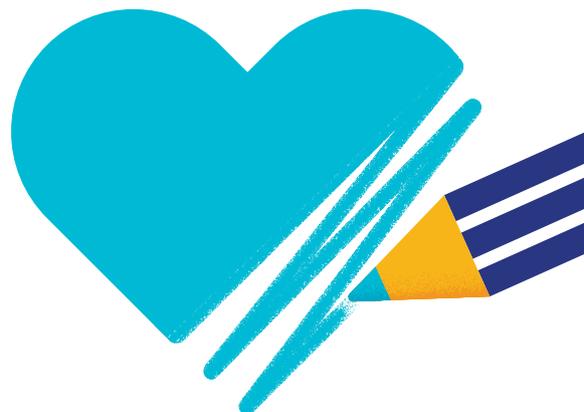
To find out more about these and other programs, contact UnitedHealthcare Community Plan at **1-800-348-4058**, TTY **711**. Or visit us online at **UHCCommunityPlan.com/AZ**. Benefits for adult dental care and vision care are limited.



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Contract services are funded under contract with the State of Arizona. UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

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 **1-800-348-4058**, TTY **711**.
8 a.m. – 5 p.m. Monday – Friday.



Wellness for women

Take advantage of women's preventive health services

UnitedHealthcare Community Plan provides women's preventive healthcare services for you every year. There is no copayment or other charge for this.

UnitedHealthcare Community Plan will provide you with transportation if needed for this medically necessary visit. We can help you schedule an appointment with your gynecologist or primary care provider (PCP) for this important yearly exam. No referral from your PCP is required to see a gynecologist in our network. We can help you choose a gynecologist or PCP.

The covered services in the well-woman preventive care visit include:

- Clinical breast exam
- Family planning counseling
- Immunization for HPV (human papillomavirus, a sexually transmitted infection recommended to start at 11 years and continue through 26 years)
- Mammogram to screen for breast cancer
- Preconception counseling to detect and reduce risk factors before getting pregnant
- Physical examination

Other services include labs and, depending on your age, screening for colon cancer and diabetes. Dental, hearing and eye exams, and screening for cervical cancer, osteoporosis and cholesterol may be done by your doctor as needed.

This well woman visit is fully covered and recommended to be done every year. Preventive care keeps you well by checking for early signs of any health issues to find and treat them early. Your PCP will check that you are up to date for immunizations, and counsel you for proper nutrition and physical activity, a healthy weight, tobacco and substance abuse issues, depression, interpersonal and domestic violence screening, and STDs (sexually transmitted diseases). The doctor can then refer you if needed for further evaluation, diagnosis or treatment.



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Virtual visits for behavioral health

You can meet with a behavioral health doctor or counselor online, through private and secure video chat. We call the online visit a virtual visit. Use secure video chat to connect with your doctor or counselor in real time through the internet, at no additional cost to you. Through a virtual visit you can get help to review how you feel, discuss problems, or to get medicine, when appropriate. Virtual visits use secure, HIPAA-compliant technology, and visits can be done from the privacy of your own home. You can enjoy less wait time to get a visit with a network of 200-plus doctors and counselors in Arizona.



Take the first step. Log on to **LiveAndWorkWell.**

com with your access code. Under Quick Links, select "Find a Provider." Click "Telemental Health" to find a provider licensed in Arizona.



Stay well. Call Member Services at **1-800-348-4058**, TTY **711**, for more information.

Resource corner

Member Services: Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-348-4058, TTY 711

Our website: Find a provider, view your benefits or see your ID card, wherever you are.
myuhc.com/CommunityPlan

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

1-877-440-0255, TTY 711

Office of Individual and Family Affairs (OIFA): We're here to help. Call Member Services and ask to speak with OIFA.

1-800-348-4058, TTY 711

Healthy First Steps®: Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).

1-800-599-5985, TTY 711

UHCHealthyFirstSteps.com

Live and Work Well: Find articles, self-care tools, caring providers, and mental health and substance use resources.

LiveandWorkWell.com

Crisis Lines for Help with Mental or Emotional Crisis Situations:

1-877-756-4090, TTY 711

(Northern Arizona)

1-800-631-1314, TTY 711

(Central Arizona)

1-866-495-6735, TTY 711

(Southern Arizona)

Get relief

Tips for managing allergies and asthma in the summer heat

At certain times of year, the outdoor air is filled with pollen and mold spores. For people with allergies, this can mean a stuffy nose, lots of sneezing and itchy/watery eyes. What's more, all of these airborne allergens can make asthma symptoms worse, too.

During the summer, the common triggers for allergies and asthma include grasses, weeds and other late-blooming plants. Here are some tips for managing these conditions during this time of year.

- **Watch the weather.** Dry, warm and windy days tend to be high-pollen times. When possible, save outdoor activities for cool, damp days.
- **Exercise indoors.** By working out indoors, you can stay away from pollen and outdoor molds.
- **Get help with yardwork.** If you must work outdoors, wear a mask to help keep pollen out of your nose and mouth.
- **Keep windows closed.** Use air-conditioning in your home and car, if possible.
- **After spending time outdoors, shower and change your clothes.** This keeps pollen off your furniture and bedding.



Take action. It's important to create an asthma action plan with your primary care provider. Ask whether your plan should be adjusted for the summer allergy season.



istock.com/Steve_Hardiman

Summer self-care

For many people, taking care of family and friends is part of daily life. But it's important to make time to take care of yourself, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO. Save the card to practice self-care year-round.



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 **1-800-348-4058**, 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 **1-800-348-4058**, 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 **1-800-348-4058**, TTY 711, 8 a.m. – 5 p.m., Monday – Friday.