



# HealthTalk

Your journey to better health



## What's inside

When you are sick or hurt, do you know where to seek treatment?  
See page 2 to learn the best place to get the care you need.

## Covered care

### Healthy start

#### See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



#### Need a new provider?

We can help you find one.  
Chat with an advocate through  
**[myuhc.com/communityplan](https://myuhc.com/communityplan)**  
or the UHC mobile app.

## Covered care

# Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

## 1. Primary care provider

For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

## 2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

## 3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing, major burns or uncontrollable bleeding.

# Listen to your heart

## Some heart attack symptoms are different for men and women

The leading cause of death for both men and women in the U.S. is heart disease. A heart attack is often the reason. It's important to know the signs and symptoms of a heart attack.

Symptoms for both men and women can include:

- Pain that spreads to neck
- Chest pain
- Shortness of breath
- Sweating a lot
- Pain that spreads to shoulder
- Pain that spreads to arms

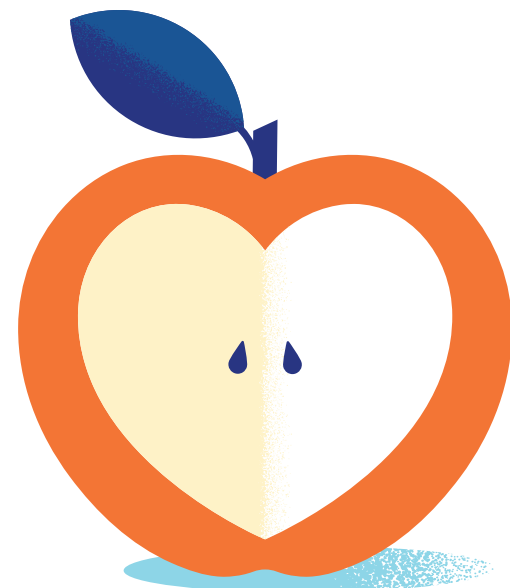
Women can also experience:

- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Pain in stomach
- Pain in back

A heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 70. For men, it is age 66.



**Heart smart.** A healthy lifestyle can help manage heart disease. Talk to your health care provider about changes you can make to reduce your risk of having a heart attack.



# Crush cancer

## Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

### 1. Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

### 2. Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then get 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.

### 3. Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

### 4. Lung cancer screening

Adults who are between the ages of 50 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

### 5. Breast cancer screening

Women between the ages of 40 and 74 years old should be screened with a mammogram. Talk to your provider about how often this should be done.





## Maternity care

# Healthy First Steps

A great start to a healthy pregnancy begins with UnitedHealthcare's Healthy First Steps. Through this program you will get the support and information you need. You can also earn rewards for completing prenatal and postpartum care appointments.

### Healthy First Steps can help you:

- Choose a Maternity Care Provider for pregnancy care
- Get information about having a healthy pregnancy
- Schedule appointments and exams
- Schedule medically necessary transportation
- Get information on community programs such as:
  - AZ Women, Infants, and Children Program (WIC) provides AZ residents with supplemental food, nutrition education, and referrals. Call the WIC hotline at **1-800-252-5942** for more information or visit **azwic.gov**
  - Strong Families AZ home visiting programs provide support during pregnancies and families with children up to age 5. Visit **strongfamiliesaz.com/programs** to find information on programs available in your area.
  - AZ Department of Health Services' 24-Hour Breastfeeding Hotline provides assistance with breastfeeding questions. Call **1-800-833-4642** or visit **gobreastmilk.org**

To learn more call Healthy First Steps at **1-800-599-5985** or enroll online at **uhchealthyfirststeps.com**.



# Healthy start

## Schedule a well child visit to keep your kids healthy

Regular well child visits to your child's primary care provider (PCP) are important for their health. Kids need regular well child visits at all ages, from babies through their teenage years.

Well child visits are also called Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. There is no cost to you for these visits. Call your child's PCP now to make an appointment for a well child visit. The provider can also help when your child is sick. Well child or EPSDT visits are required for newborns, at 3 to 5 days, by 1 month and at 2, 4, 6, 9, 12, 15, 18, 24 and 30 months. They are also required every year starting at age 3 through age 20.

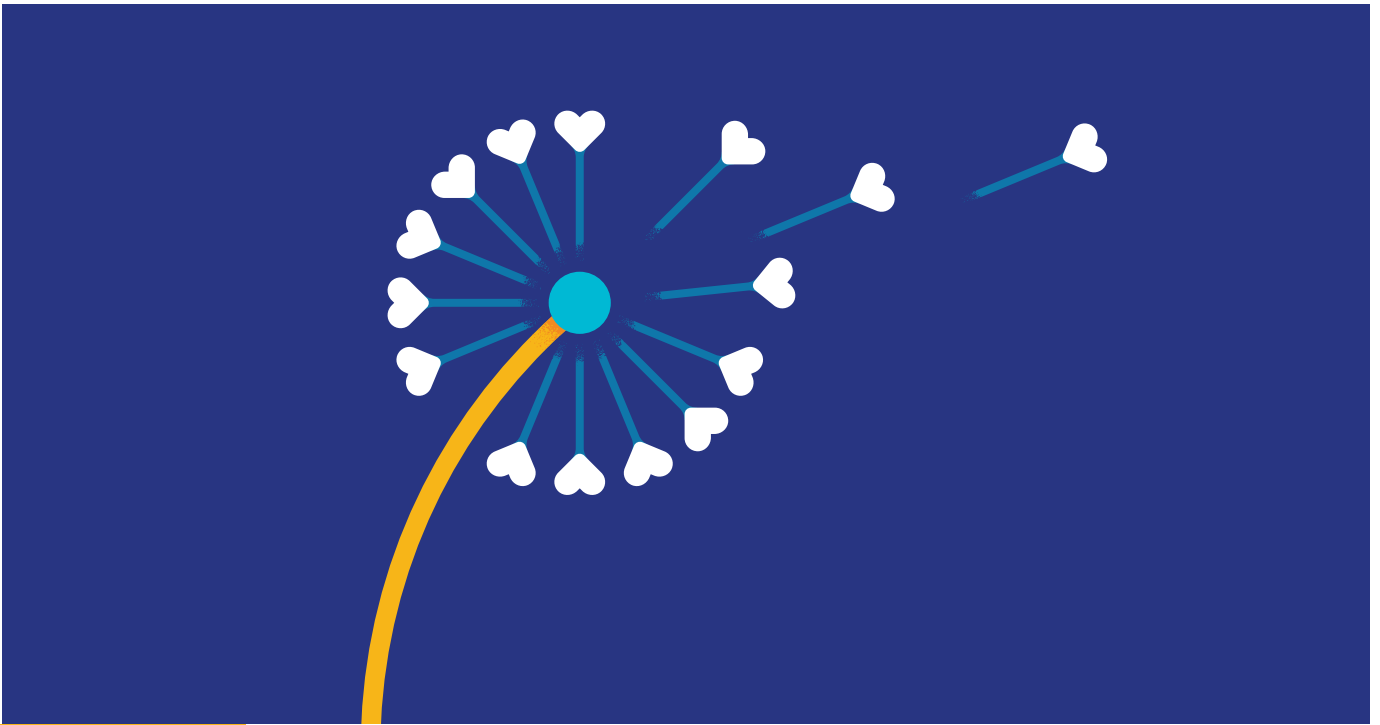
Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and get a ride.

### Well child visits may include:

- A physical exam
- Vaccines
- Testing for and treatment of lead poisoning (It can cause learning problems, hearing loss and brain damage. It also can cause weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental screening and fluoride varnish (fluoride may be applied up to four times a year during EPSDT visits for members who are six months of age and older, until their fifth birthday)
- Vision and hearing tests
- Review of diet and nutrition
- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking (For children with delayed skills, your doctor can refer you for therapies to help develop these skills.)
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

### For teenagers and young adults, the provider may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Making good choices and healthy behaviors
- Prevention of sexually transmitted infections (STIs) and testing (This is a covered benefit.)
- Dangers of smoking, alcohol and other drugs



## Everyday life

# Are you SAD?

## Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

**Exercise.** Physical activity has been known to help people feel better and relieve stress. Taking a walk, doing yoga or swimming in an indoor pool can all get your body moving.

**Spend time outdoors.** Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.

**Take vitamins.** SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

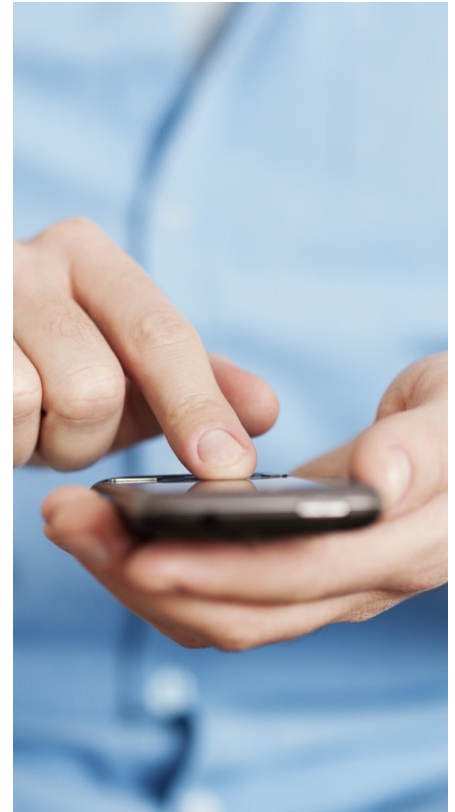
# Preferred Homecare and Technology

## Patient Portal

Preferred Homecare (PHC) now offers a patient portal. You can order select supplies and check the status of your orders from a computer, smartphone, or tablet. To sign up to use the portal, please visit **[preferredhomecare.com/en/resources/patient-portal](https://preferredhomecare.com/en/resources/patient-portal)**

## DME Automated Texting

You may now receive a text from Preferred Homecare (PHC) when they receive your order for DME. PHC will text you within 24 hours to let you know that an order was received. To begin receiving texts for ongoing orders, you have to agree to receive the text messages. Please let PHC know that you would like to receive text messages about your order by logging into the PHC portal or calling PHC at **1-480-446-9010**.



## UnitedHealthcare Community Plan offers a unique team that can assist you through your health care journey.

Within our Complex Care team, we have liaisons and advocates who support DD Members and families. You can reach out to a liaison or advocate by using the contact list below or by calling Member Services at **1-800-348-4058**, TTY **711**.

- DD Liaisons and DD BH Coordinator: **[uhccpddliaisons@uhc.com](mailto:uhccpddliaisons@uhc.com)**
- Member Advocate and CRS Liaison: **[crsspecialneeds@uhc.com](mailto:crsspecialneeds@uhc.com)**
- Tribal Liaison: **[Shawn\\_Sellers@uhc.com](mailto:Shawn_Sellers@uhc.com)**
- The Office of Individual and Family Affairs (OIFA): **[advocate.oifa@UHC.com](mailto:advocate.oifa@UHC.com)**

Our entire team of advocates and liaisons supports those we serve in living healthier lives and help make the health system work better for everyone.

# We're here to help

**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).

**Our website: [myuhc.com/communityplan](https://myuhc.com/communityplan)**

Our website keeps all your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

**UnitedHealthcare app: Download on the App Store® or Google Play™**

Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card. Get directions to your provider's office and more.

**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).

**Arizona Smoker's Helpline (ASHLine):**

**1-800-556-6222 | [ashline.org](https://ashline.org)**

Get help quitting smoking (toll-free).

**Transportation:**

**1-888-889-0358, 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.

**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).

**Suicide & Crisis Lifeline: Call or text 988**

Chat: **[chat.988lifeline.org](https://chat.988lifeline.org)**

Deaf/HoH: **[988lifeline.org/deaf-hard-of-hearing-hearing-loss](https://988lifeline.org/deaf-hard-of-hearing-hearing-loss)**

**Crisis Lines for Help With Mental Health:**

**1-844-534-HOPE (4673), TTY 711**

**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.

**Assurance Wireless:**

**[assurancewireless.com](https://assurancewireless.com)**

Get unlimited high-speed data, minutes and texts each month. Plus get an Android smartphone at no cost to you.

**Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)**

Ease stress and boost your mood with this Self Care app that gives you emotional health tools. Check out meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

**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.



**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](https://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.

**1-800-348-4058, TTY 711**

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the toll free number above.

**Spanish:** ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al número de teléfono gratuito que se indica arriba.

**Navajo:** BAA'ÁKONÍNÍZIN: Diné saad bee yánilti'go, saad bee áka'e'eyeed bee áka'aná'awo', doo baáh alínigóó, bee ná aq'át'é. Hodahgo t'áá jíik'eh béesh bee hane'í biká'ígíí bee hodiílnih.

**Apache:** ATTENTION: Nṇēēk'ehgo yádałt'íyúgo, nohwich'í' odahikṇii doleeł. Ád'í doo nahi'nīł da doleeł. Call ádaqoṭe' ádałt'íyúgo, toll-free numberhí hadaqee dahgoz'āā.

**Chinese:** 注意：如果您說中文，您可獲得免費語言協助服務。撥打上方免費電話。

**Vietnamese:** LƯU Ý: Nếu quý vị nói tiếng Việt, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số điện thoại miễn phí ở trên.

**Arabic:** تنبيه: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل بالرقم المجاني أعلاه.

**Tagalog:** PANSININ: Kung nagsasalita ka ng Tagalog, may magagamit kang libreng mga serbisyong pantulong sa wika. Tawagan nang libre ang numero sa itaas.

**Korean:** 참고: 한국어를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 상기 수신자 부담 전화번호로 전화하십시오.

**French:** ATTENTION : si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Composez le numéro gratuit ci-dessus.

**German:** HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die oben aufgeführte kostenfreie Nummer an.

**Russian:** ВНИМАНИЕ! Если Вы говорите по-русски, Вы можете бесплатно воспользоваться помощью переводчика. Позвоните по указанному выше бесплатному номеру.

**Japanese:** 注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。上記のフリーダイヤル番号までお電話ください。

**Croatian:** POZOR: Ako govorite hrvatski jezik, usluge jezične podrške dostupne su Vam bez naknade. Nazovite gore navedeni besplatni broj telefona.

**Syriac:** ܦܩܕܬܝܢܐ ܡܚܠܥܐ ܗܘܼܐ ܟܰܕܳܫܐ ܕܰܡܪܳܬܐ ܕܰܣܰܒܰܕ ܕܰܓܰܠܳܠܐ ܕܰܡܰܪܳܬܐ ܕܰܨܰܒܰܕ ܕܰܓܰܠܳܠܐ

**Farsi:** توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. با شماره رایگان بالا تماس بگیرید.

**Thai:** โปรดทราบ: หากคุณพูดภาษาไทยเรามีบริการช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่ายใด ๆ โปรดโทรติดต่อหมายเลขโทรฟรีด้านบน