



HealthTALK

SUMMER 2020



Make your family count!

Did you know that the United States is conducting a census? It is important to respond because the census determines how federal money is spent. It also affects how many representatives your state gets in Congress. You can respond online, by phone or by mail. Learn more and respond today at 2020census.gov.



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Oh, baby!

Baby Blocks™ becomes part of Healthy First Steps®.

UnitedHealthcare Community Plan's former pregnancy rewards program — Baby Blocks™ — is now part of Healthy First Steps®. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, UHCHealthyFirstSteps.com. There you will find:

- New and improved educational content.
- Resources.
- Rewards.
- Case management.



iStock.com: Floortje



Take the first step. Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit UHCHealthyFirstSteps.com.

UnitedHealthcare Community Plan
10895 Grandview Drive, Suite 200
Overland Park, KS 66210

A healthy family picnic.

Tips to make your next picnic fun and safe.

Outdoor activities are a great way to have fun and be active. But as COVID-19 has spread across the United States, you might need to take extra steps to keep your family safe and healthy when spending time outdoors. If you're planning a family picnic this summer, try to keep the group small to avoid spreading germs. Here are some more tips:

Bright side dish.

Whether you're grilling, making sandwiches or nibbling on snacks and appetizers, a fresh salad is the perfect addition to any summer meal. Our easy summer salad recipe features cucumbers and cherry tomatoes, which are packed with nutrients and full of flavor. Find the full recipe at healthtalksiderecipe.myuhc.com.

Sun protection.

Sunburn increases your risk of skin cancer. Follow these steps to stay safe in the sun:

- Wear sunscreen with a sun protection factor (SPF) of 30 or stronger, even on cloudy days.
- Apply sunscreen liberally and reapply every 2 hours.
- Limit your time in the sun between 10 a.m. and 2 p.m. (when the sun is strongest).
- Wear protective clothing such as sunglasses, wide-brim hats and long-sleeved shirts.
- Be wary of waterproof — no sunscreen is truly waterproof, and reapplying regularly is necessary.

Drink up.

Water is necessary for your body. Staying well hydrated helps you function. Some people find it easier to drink more of it by adding lemon or berries to cold water or seltzer. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good option. In addition to drinking water, limit sugary, alcoholic or caffeinated drinks. They do not hydrate your body the same way water does.

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Get moving.

Individual exercise ideas for kids.

Is your child getting enough exercise? Guidelines say kids ages 6 and older need at least 1 hour of physical activity each day. But sometimes it can be challenging to get your kids moving.

Here are some ideas to keep your family active this summer. All of these activities can be done solo or as a family.

- **Walk to a picnic at a park near your home.** Or take a stroll around your neighborhood and play “I Spy.”
- **Ride a bike.** Always remember to wear a helmet.
- **Jump rope.** Better yet, walk to a park to jump rope.
- **Play hopscotch.** All you need is some chalk and a sidewalk.
- **Do jumping jacks.** This activity is simple and requires no equipment.

Injuries happen.

If your child gets injured while exercising, know where to go for care.

- See your primary care provider (PCP) for minor injuries.
- Go to urgent care for minor cuts, sprains and stitches.
- Go to the emergency room (ER) for major injuries only, like large open wounds or a severe head injury.
- If you're not sure where to go, you can always call NurseLine at **1-855-575-0136, TTY 711**, to get free advice from a nurse 24 hours a day, 7 days a week.

Wheel fun.

3 tips for bicycle safety.

It's fun to be active outdoors. Riding a bike is a great way to get around. It's good exercise, too. Make every ride a safe ride with these tips.

- 1. Wear a helmet.** Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Only use helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet on every ride.
- 2. Teach traffic safety.** Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell them to ride on the right side, with traffic, and obey traffic signs and signals.
- 3. Use right-sized bikes.** Don't buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of their feet on the ground.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-877-542-9238, TTY 711

Our website: Find a provider, read your Member Handbook 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).

1-855-575-0136, TTY 711

Quit For Life®: Get free help quitting smoking. **quitnow.net**

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

UHHealthyFirstSteps.com

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

LiveandWorkWell.com

Want to receive information electronically? Call Member Services and give us your email address (toll-free).

1-877-542-9238, TTY 711



Time to immunize?

Make sure your child gets all the shots they need.

Getting the vaccines you need — at the right time — is important. Immunizations help protect against preventable diseases. Call your child's primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
HepB: Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
HepA: Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
DTaP: Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Hib: Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
IPV: Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
PCV: Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
RV: Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
MMR: Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
Varicella: Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
Influenza (yearly)	<input type="checkbox"/>	<input type="checkbox"/>



It's your best shot. If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-877-542-9238, TTY 711**. Or visit our website at **myuhc.com/CommunityPlan**.

COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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, 8 a.m. – 6 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 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, 8 a.m. – 6 p.m., Monday – Friday.