



Health Talk

Your journey to better health



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Fall 2022

AHCCCS Complete Care

United
Healthcare
Community Plan

What's inside

Our flu shot location finder makes your life easier and your family healthier. It's quick and easy to find a spot near you and schedule your visit. See Page 2 for more details.



Health + Wellness

Rewards for getting care



You can earn \$25 or more

We know that a provider visit or health screening may not be at the top of your to-do list. But it's very important. So we reward our members for getting it done.

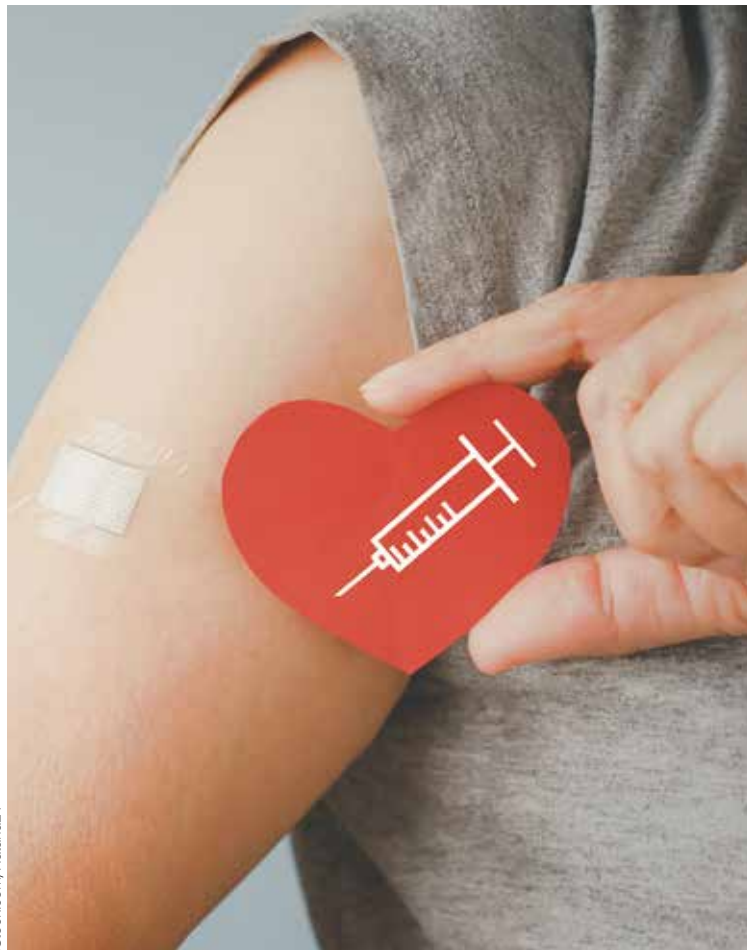
Find out if you have rewards to claim. Visit myuhc.com/communityplan/healthwellness. Next click "Earn rewards." Then click "Get started" to let us know what care you got.



Questions? Call Member Rewards toll-free at **1-800-870-5574**, TTY **711**, 7 a.m.–7 p.m. CT, Monday–Friday.

UnitedHealthcare Community Plan
1 East Washington, Suite 900
Phoenix, AZ 85004

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Important Vaccine

Schedule your flu shot

Everyone over the age of 6 months should get the flu shot every year. It is one of the best ways to protect your family against the flu.

We know that it can be hard to find time in your busy day to get a flu shot. So we have an online tool that makes it easy. It only takes a few minutes to find a location near you. Then you can schedule an appointment for a day and time that works best.

Spend a few minutes now to plan your visit. It can make a big difference in your family's health this fall and winter. To get started, visit myuhc.com/findflushot.

Important Screening

Mammograms are a covered benefit

For women over the age of 40, mammograms are a covered benefit. There is no copayment or other charge for this service. Mammograms help detect breast cancer, even when you don't have any symptoms. If you're due to get one, don't wait. Check with your doctor, then schedule this important screening. It could save your life!

Knowing how your breasts normally look and feel can help you notice symptoms of breast cancer. Possible signs include lumps, pain or changes in size. To learn how you can do a breast self-exam at home, visit uhc.care/healthtalkexam.



Wellness Visits

Well child visits keep kids healthy

Regular well child visits to your primary care provider (PCP) are important to keep your child well. Kids need regular well child visits at all ages, from babies through teenagers. Well child visits are also called EPSDT (Early and Periodic Screening, Diagnostic and Treatment) visits. These visits are at no cost to you. Call your doctor now to make an appointment for a well child visit. The doctor 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. Emergency rooms should only be used for real emergencies. Bring your child's health plan ID card and shot record to every visit. We can help you set up an appointment and transportation to your appointment.



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Well child visits may include:

- A physical exam
- Shots or immunizations (Flu season has begun, and there were measles exposures in August in Maricopa County.)
- Testing for and treatment of lead poisoning (It can cause learning problems, hearing loss and brain damage. It can also cause weight loss, crankiness, throwing up, tiredness or abdominal pain.)
- Dental preventive care (This includes cleaning, fluoride varnish and sealants for teeth.)
- Eye exams and hearing tests
- Advice on healthy food and staying active

- Developmental tests for speech, feeding and physical activity, such as rolling over, crawling and walking (For children with delayed skills, your doctor can refer 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 doctor may also talk about:

- Self-esteem and good mental health
- Changes in their bodies
- Making good choices and healthy behaviors

- Prevention of sexually transmitted diseases (STDs) and testing (This is a covered benefit.)
- Dangers of smoking, alcohol and other drugs
- Prevention of injury and suicide attempts, bullying, violence and risky sexual behavior
- Birth control (Family planning is a covered benefit — there is no copayment or other charge for covered family planning services and supplies.)

Care management and help with chronic disease self-management is provided as well as oral health screening and tuberculosis testing.



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Member Resources

Here for you

We want to make it as easy as possible for you to get the most from your health plan. As our member, you have many services and benefits available to you.

Member Services: Get help with your questions and concerns. Find a provider or urgent care center, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-800-348-4058, TTY 711

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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

1-877-440-0255, TTY 711

Care Management: This program is for members with chronic conditions and complex needs. You can receive phone calls, home visits, health education, referrals to community resources, appointment reminders, transportation assistance and more (toll-free).

1-800-348-4058, TTY 711

Assurance Wireless: Get unlimited high-speed data, minutes and texts each month. Plus an Android smartphone at no cost to you.
assurancewireless.com/partner/buhc

Suicide & Crisis Lifeline: 988

Healthy First Steps®: Get support throughout your pregnancy and 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

Paperless communication: Let us know if you are interested in receiving digital files, emails and text messages.

myuhc.com/communityplan/preference

Medical Transportation Brokerage of Arizona (MTBA): Members can contact MTBA for non-emergency medical transportation, Monday–Friday, 6 a.m.–7 p.m. Transport requests require 72-hour notice and can't be made more than 2 weeks before the appointment (toll-free).

1-888-700-6822, TTY 711

Arizona Smoker's Helpline (ASHLine):

Get help quitting smoking (toll-free).

1-800-55-66-222, TTY 711
ashline.org

Crisis Line for Help with Mental Health:

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

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

Dispatch Health: Mobile urgent care covering most areas in Maricopa County. Available 7 days a week from 8 a.m.–10 p.m., including holidays.

1-480-581-6774, TTY 711



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.