



Health Talk

Your journey to better health



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Winter 2024

¡Voltee para español!

Developmental Disabilities

United
Healthcare
Community Plan

Did you know?

Your child should have limited screen time each day. See Page 3 for other ideas to keep them busy.



Illness or injury

Know where to go

Find the best place to get care

When your child is sick or hurt, you may not want to wait to see a health care provider. Choosing the right place to go will help your child get the treatment they need faster.

- **Primary care provider (PCP):** See your child's PCP for most illnesses and injuries.
- **Nurseline:** Call **1-877-440-0255**, TTY **711**, to get health advice from a nurse 24/7.
- **Urgent care:** These centers take walk-in patients for minor illnesses and injuries. Go there to avoid a long wait time at the ER.
- **Emergency room:** Go there for major medical emergencies only.

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 teenagers. 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.

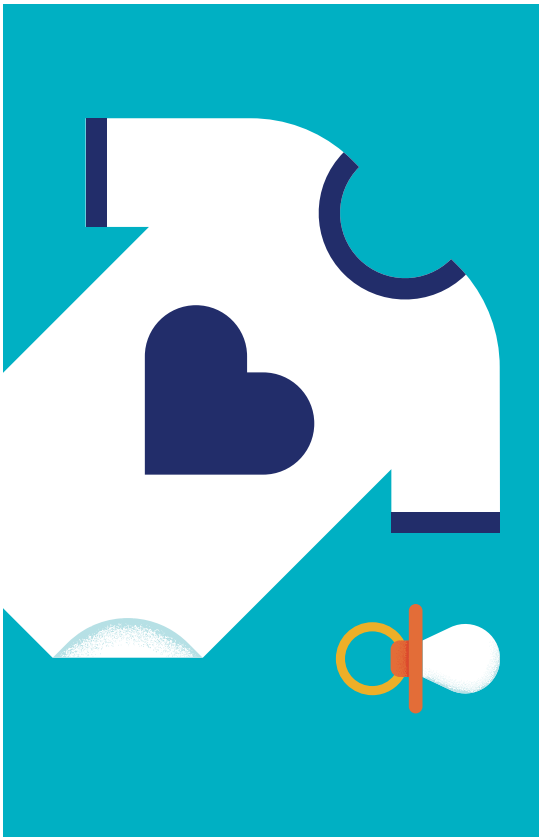
Well child visits may include:

- 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
- 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

How much screen time is too much?

Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs.

The American Academy of Pediatrics (AAP) says children under 2 should have no screen time except for video chatting with relatives. Instead of screens, you can keep toddlers busy with simple puzzles, picture books, and arts and crafts.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms. For example, no using phones at mealtime or no screens in the bedroom.
- Use apps and built-in options that let you limit the use of the device.
- Charge phones and other devices outside of the bedroom.
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects.

Health + wellness

Sleep tight

Tips for getting a good night's rest

Sleep is very important for babies, children and teens. When kids don't get enough sleep, it can affect their health and behavior. A bedtime routine can help kids get enough sleep at any age. Try these tips:

- **Stick to a bedtime each night.** Remind kids bedtime is coming at least once ahead of time.
- **Have a consistent bedtime routine.** Include quiet time well before bed.
- **Help older kids and teens stick to a bedtime.** Make rules about screen time and using devices at night.



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Member resources

Here for you

We want to make it as easy as possible for you to get the most out of 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 health care 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

myuhc.com: 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.
myuhc.com/communityplan

UnitedHealthcare app: 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 much more.

Download on the App Store® or Google Play™

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

Transportation: If you need a ride to an appointment and you are unable to provide, get or pay for your own transportation, we can help. Nonemergency 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.

1-888-700-6822 or 1-602-889-1777, TTY 711

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

1-800-348-4058, TTY 711

Arizona Smoker's Helpline (ASHLine): Get help quitting smoking (toll-free).

1-800-556-6222

ashline.org

Suicide & Crisis Lifeline: 988

Crisis Lines for Help With Mental Health:

1-844-534-HOPE (4673), 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



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.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy please contact: UnitedHealthcare Community Plan Member Services at **1-800-348-4058**.

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