



Health TALK

iStock.com: aldomurillo

FALL 2020



Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



iStock.com: elenabs

Plan to quit.

Get support to stop smoking.

Did you know that people who smoke a pack a day spend more than \$2,000 a year on cigarettes on average? And almost 70% of smokers say they want to quit completely.

By quitting smoking, you can save money for things that matter. You also can feel better and improve your overall health. Quitting is not always easy, but resources are available to help. Types of support that make quitting easier include:

- Getting advice from a doctor.
- Talking to a counselor.
- Following an action plan.
- Using nicotine replacement products.

iStock.com: PGGutenbergUKLtd



Quitting time?

Quit smoking for good today. Visit myuhc.com/CommunityPlan for more information on your smoking cessation benefits. You can also get support and information from Tobacco Free Nebraska. Call **1-800-QUIT-NOW (1-800-784-8669), TTY 711**. Or visit QuitNow.ne.gov.



UnitedHealthcare Community Plan
2717 North 118th Street, Ste. 300
Omaha, NE 68164



Telehealth visits.

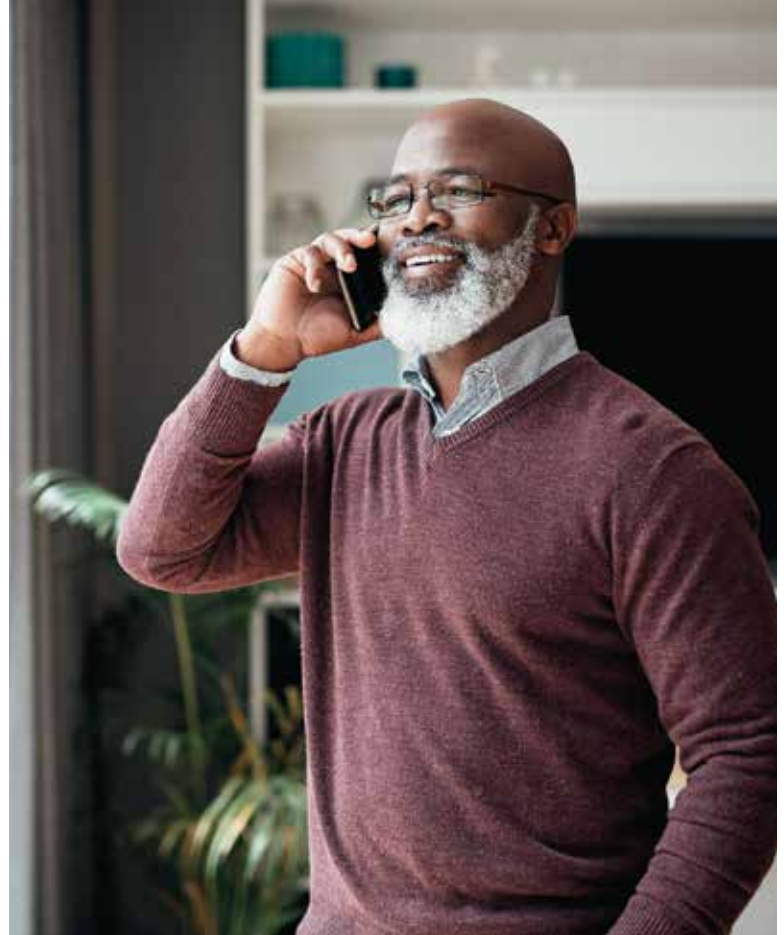
You may have concerns when it comes to visiting your doctor in person these days. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home. You may also be able to meet with a provider online for urgent needs 24 hours a day, 7 days a week.

What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. Ask your provider if they offer telehealth services. Telehealth can be a good option for:

- Asking questions about your symptoms.
- Getting advice to help manage your condition(s).
- Getting medicines prescribed and sent to your pharmacy.

If you're not sure if a telehealth visit is the best option for you, call NurseLine first to get advice at no cost to you. Nurses are available 24 hours a day, 7 days a week. Just call **1-877-543-4293**, **TTY 711**, toll-free.



Take care of your mental health.

It's perfectly natural to feel anxious, stressed or frustrated when there is uncertainty in your life. Here are 4 tips for how to cope during stressful times.

- 1. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support. Set a time each day to call or check in with your loved ones. Reach out and reconnect with old friends you've lost touch with. You can also write and send letters to friends and family via mail or email.
- 2. Set boundaries.** While it's important to have up-to-date, reliable information, you should limit your time watching and reading the news if it makes you feel anxious.
- 3. Keep busy.** Find hobbies or activities that also can help you relax. Try deep breathing, stretching or meditation. Reading books, drawing or doing puzzles can also be calming.
- 4. Be prepared.** Make sure you know what medications and medical supplies you need. Talk to your doctor or pharmacist to see if it's possible to keep extra on hand. Plan ahead, so you know what food and household supplies you need. It can be reassuring to know that you have everything on hand in case of an emergency.



Take care. Find articles, self-care tools, caring providers, and more mental health and substance use resources at **LiveandWorkWell.com**. You can also call our toll-free help line at **1-866-342-6892**, **TTY 711**.

Test your COVID-19 and flu IQ.

Know the myths and facts.

We're challenging UnitedHealthcare Community Plan members to a game of trivia in Trivia Outbreak, a free online game. You can earn a high score with your knowledge of entertainment, sports, history and more. First, test your knowledge of flu and COVID-19 myths below. Then visit [TriviaOutbreak.myuhc.com](https://triviaoutbreak.myuhc.com) to play the online game.

True or False?

1 COVID-19 mainly spreads through contact with surfaces.

False. COVID-19 is mainly spread from person to person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

2 If I got a flu shot last year, I still need to get one this year.

True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

3 To be effective, you need to wash your hands for at least 20 seconds.

True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

4 Hand sanitizer works better than traditional soap because it has alcohol in it.

False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



It's your best shot.

There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or any clinic or pharmacy that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.





iStock.com: Eva-Katalin

Resource corner.

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

1-800-641-1902, 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).

1-877-543-4293, TTY 711

Tobacco Free Nebraska: Nebraska residents get free and confidential access to counseling and support services 24 hours a day, 7 days a week (toll-free).

1-800-QUIT-NOW (1-800-784-8669), TTY 711

QuitNow.ne.gov

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

LiveandWorkWell.com

Prefer email? Call Member Services and give us your email address, so we can send important health plan information directly to your inbox (toll-free).

1-800-641-1902, TTY 711

Mammograms save lives.

Don't be afraid of this screening.

Many women with breast cancer have no symptoms. This is why regular breast cancer screenings are so important. A mammogram is an X-ray of the breast used to check for breast cancer. Women should get one every 2 years starting at age 50.

You may have heard that having a mammogram can be uncomfortable. During the X-ray, you may feel some pressure or pain as 2 plates flatten your breast. But getting checked is fast, and any discomfort is over quickly. Don't be afraid to schedule your screening. It can save your life!



Schedule your screening. If you have any concerns about getting a mammogram, give us a call toll-free at **1-800-641-1902, TTY 711**. We also can help with scheduling an appointment or finding a provider.



iStock.com: kalli9

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 discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan!

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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 can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

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 **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

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 Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.