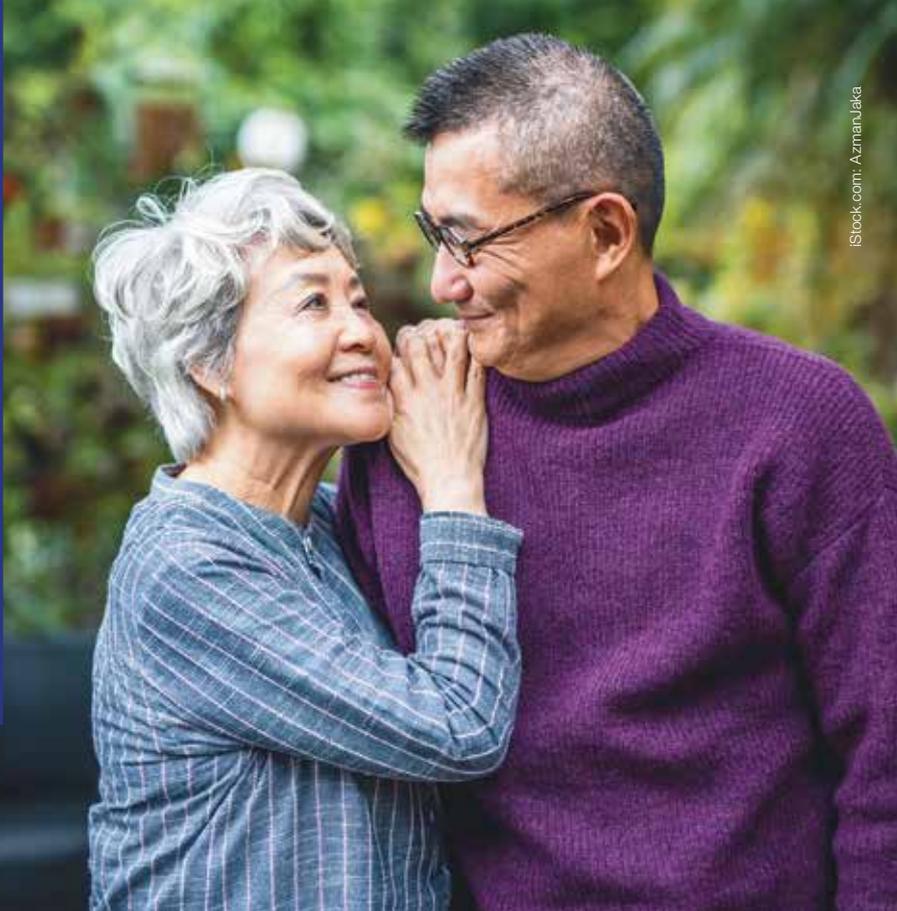




# Health Talk



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Winter 2021

United  
Healthcare®  
Community Plan



## What do you think?

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

## Healthy start

### Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



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Overland Park, KS 66210

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# Advance directives

## Handle your care decisions before it's too late

You have the right to make care decisions even when you can't speak for yourself. You can do this by making an advance directive. This is a written or oral statement that is made and witnessed in advance of illness or injury. It tells others how you want health care decisions made when you are not able to make them yourself.

Kansas law allows 2 types of advance directives:

- Living wills
- Durable power of attorney for health care decisions

### Living wills

A living will states the kind of health care you want or do not want if you are not able to make your own decisions. It is called a living will

because it takes effect while you are still living. You may wish to talk to a lawyer or your provider to be sure your wishes are clear.

### Durable power of attorney

A durable power of attorney for health care lets you name someone to make medical decisions if you cannot speak for yourself. This can include decisions about life support. The person you appoint is called an agent. They can speak for you at any time you are unable to make your own decisions, not just at the end of your life. The power only takes effect when the adult is disabled — unless it states that it should take effect earlier. The document can also state any treatment you want to avoid.



**You decide.** Visit [kansaslegalservices.org/topics/129](https://kansaslegalservices.org/topics/129) for more details.

# Know your flu risk

Flu season is in full swing. If you have not gotten your flu shot yet this season, it's not too late to get one. The flu shot is your best protection against the illness.

Most people who get the flu do not need medical care. But adults over age 65 and people with certain medical conditions have a higher risk for flu complications. If you are in a high-risk group and develop flu symptoms, contact your provider right away.

Common flu symptoms include:

- Fever
- Cough
- Sore throat
- Stuffy nose
- Headaches and body aches
- Feeling tired

## Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety. But remember you are not alone. Support is available and 100% covered under your plan.

If you don't feel comfortable seeing someone in person, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) to search for providers who offer telehealth options. Here are 2 tips that can help you deal with stress and anxiety:

- **Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.
- **Focus on your body.** Anxiety doesn't just affect your mind. It also puts stress on your body. Making healthy choices can help you feel better. Eat well-balanced meals with plenty of whole grains and vegetables. Exercise regularly. The Centers for Disease Control and Prevention recommends about 20 minutes a day of moderate-intensity activity for adults. It also suggests doing activities that strengthen muscles at least 2 days a week.



**Get support.** Find mental health resources at [LiveandWorkWell.com](https://LiveandWorkWell.com). To find telehealth options, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

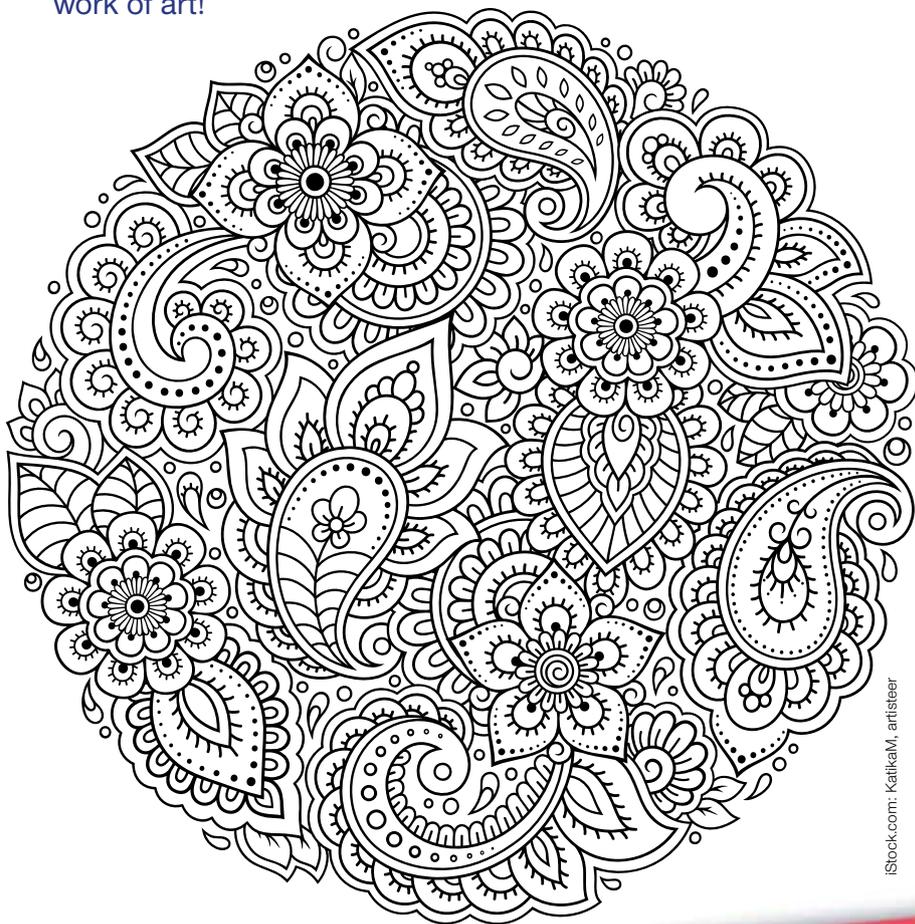


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# Activity zone

## Time to unwind

If you're feeling stressed due to COVID-19, the Centers for Disease Control and Prevention recommends taking a break from everyday activities. Arts and crafts are a great option to de-stress. In fact, coloring — for both children and adults — has been shown to reduce stress and anxiety. Pull out some colored pencils, crayons or markers, and make this page a work of art!



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## Resource corner

**Member Services:** Find a doctor, ask benefit questions or get help scheduling an appointment, in any language (toll-free).  
**1-877-542-9238, TTY 711**

**Our website:** Find a provider, view your benefits or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](https://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 help quitting smoking at no cost to you (toll-free).  
**1-866-784-8454, TTY 711**  
**[quitnow.net](https://quitnow.net)**

**Live and Work Well:** Find articles, self-care tools, caring providers, and more mental health and substance use disorder resources.  
**[LiveandWorkWell.com](https://LiveandWorkWell.com)**



**Create more.** Download more printable coloring pages at **[healthtalkcoloring.myuhc.com](https://healthtalkcoloring.myuhc.com)**.

# 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](https://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](https://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. Department 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.

ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call **1-877-542-9823, TTY 711**.

ATENCIÓN: Si habla **español (Spanish)**, los servicios de asistencia de idiomas están disponibles para usted sin cargo. Llame al **1-877-542-9238, TTY 711**.

LƯU Ý: Nếu quý vị nói **tiếng Việt (tiếng Việt)**, chúng tôi có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số **1-877-542-9238, TTY 711**.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-877-542-9238**，**聽障專線 (TTY) 711**。

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie **+1 877-542-9238, TTY 711** an.

참고: 한국어 (**Korean**)를 구사하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-542-9238(TTY 711)**번으로 전화하십시오.

wrong: ເຊີນຊາບ: ຖ້າທ່ານເວົ້າ**ພາສາລາວ (Laotian)**, ພວກເຮົາມີບໍລິການພາສາໂດຍບໍ່ຕ້ອງເສຍຄ່າໃດໆໃຫ້ແກ່ທ່ານ. ໂທຫາ **1-877-542-9238, TTY 711**.

إذا كنت تتحدث **العربية (Arabic)**، فإن خدمات المساعدة اللغوية تتوفر لك مجاناً. اتصل على الرقم **1-877-542-9238** الهاتف النصي **711**

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo na pantulong sa wika, nang walang bayad. Tumawag sa **1-877-542-9238, TTY 711**.

သတိမူရန်-အကယ်၍ သင်သည် မြန်မာ (ဗမာ) (**Burmese**) စကားပြောလျှင် ဘာသာစကားဆိုင်ရာ ဖွံ့ဖြိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင်အခမဲ့ ရရှိနိုင်ပါသည်။ **1-877-542-9238၊ TTY 711** သို့ ဖုန်းခေါ်ဆိုပါ။

ATTENTION : si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-542-9238, ATS 711**.

注意：日本語 (**Japanese**) を話される場合は、言語支援サービスを無料でご利用頂けます。電話番号**1-877-542-9238**、または**TTY 711**にご連絡ください

ВНИМАНИЕ! Если Вы говорите **по-русски (Russian)**, Вы можете бесплатно воспользоваться помощью переводчика. Звоните по телефону **1-877-542-9238, TTY 711**.

LUS TSHWJ XEEB: Yog hais tias koj hais lus **Hmoob (Hmong)**, peb muaj cov kev pab cuam txhais lus pub dawb rau koj. Hu rau **1-877-542-9238, TTY 711**.

توجه: اگر به زبان فارسی (**Persian**) صحبت می کنید، خدمات ترجمه زبان به صورت رایگان به شما ارائه خواهد شد. لطفاً با شماره تلفن **1-877-542-9238, TTY 711** تماس بگیرید.

TANABAHI: Ikiwa unazungumza **Kiswahili (Swahili)**, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa **1-877-542-9238, TTY 711**.