



Health Talk



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Winter 2022

United
Healthcare®
Community Plan



Your opinion matters

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 respond. Your opinion helps us make the health plan better. Your answers will be private.

A fit family

Easy exercise ideas you can do together

Show your kids the importance of exercise by making time for family fitness. Studies show that children with active parents are 6 times more likely to maintain an active lifestyle.

Exercising is a great way to keep your family healthy and to spend quality time together. Try these fun exercise ideas this winter:

- Simple exercises, such as jumping jacks, sit-ups or push-ups
- Online exercise videos
- Singing and dancing to your favorite songs
- Going on a walk



Try an easy at-home workout.
Learn some simple yoga moves
at healthtalkyoga.myuhc.com.

UnitedHealthcare Community Plan of Kansas
6860 West 115th Street
Overland Park, KS 66211

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Healthy mind,
healthy body

Create a screen time plan for your family

Data shows that children are spending more time with their screens. While this is understandable due to the COVID-19 pandemic, the trend is still a cause for concern. Too much screen time can lead to a number of issues. These include obesity, irregular sleep and behavioral problems, such as loss of social skills or violent outbursts.

It's important to create a screen time plan that works for your family. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms — for example, no phones at mealtime or no screens in the family room
- Make use of apps and built-in options that let you limit the use of the device
- Charge your phones and other devices outside of the bedroom
- Create regular rules around screen time — for example, no screens 1 hour before bed

Build healthy habits

How to take care of your child's teeth

Brushing teeth is an important part of your child's daily dental care routine. It helps keep their teeth clean and their gums healthy. Here are some tips:

- Have your child brush their teeth for 2 minutes twice a day with a soft-bristle toothbrush. Help them if they need it.
- The size and shape of your child's toothbrush should fit their mouth and allow them to reach all areas easily. Be sure the brush is the right size. Generally, a smaller brush is better than a larger one.
- Be sure your child brushes all sides of the teeth — the outside, the tongue side and the chewing surface.
- Replace your child's toothbrush every 3 to 4 months, or sooner if the bristles begin to spread. A worn-out toothbrush will not properly clean your child's teeth.



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Visit the dentist. If you need help finding a dentist, we can help. Call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.

The truth about vaping

Some people think that vaping is safer than smoking. But most vaping is not safe. Vaping cartridges contain nicotine and many other chemicals. No matter how it is delivered, nicotine is known to cause addiction. This also affects brain development, memory, learning and mood. Vaping cartridges without nicotine still have chemicals that can be harmful to lungs.

Vaping can be especially dangerous for teens. If your child or their friends are vaping, encourage them to quit. By quitting vaping, teens may find that their performance in sports and physical activities improves. You can also explain that the sooner someone quits, the better their body can fix the damage caused by vaping.

If your child needs help quitting smoking or vaping, talk to their provider. They can share resources to help.



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Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases, such as polio and chickenpox, are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Diseases, such as COVID-19, are not stopped by city, state or international borders. But they are stopped by vaccines.

With COVID-19 and the flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone over the age of 5 is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



Stay safe. For more information about vaccines for the entire family, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines). Find information about the COVID-19 vaccine at [uhcommunityplan.com/covid-19/vaccine](https://www.uhcommunityplan.com/covid-19/vaccine).



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Resource corner

Member Services: Find a provider, 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 member 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

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

uhchealthyfirststeps.com

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

liveandworkwell.com

Checking in

Questions to ask during your child's annual wellness visit

Preventive care is important to help your child live their healthiest life. Your child's annual wellness visit is a key part of their preventive care. At the visit, their provider will do a full exam, check their growth and development, and give them any vaccines they need.

You may have questions for your child's provider. Having a list of questions ready in advance will help make sure you don't forget anything important during the visit. Here are 4 questions you may want to ask your child's provider:

1. Which vaccines or screenings does my child need?
2. Do you have any tips for healthy eating?
3. How many hours of sleep should my child get each night?
4. When should I schedule my child's next appointment?



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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**.