



Health TALK

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Know where to go.

When should you go to the emergency room (ER)? It depends on how serious your symptoms are. For things you can't control — like trouble catching your breath or loss of vision — go to the ER. If you are hurt in other ways, your primary care provider (PCP) or an urgent care center may be the best place to get the care you need. Visit uhc.com/knowwheretogoforcare to learn more.



iStock.com: filio

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.

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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 Quit for Life® at quitnow.net.



UnitedHealthcare Community Plan
9020 Stony Point Parkway, Building II
Richmond, VA 23235

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Virtual access to doctors and nurses.

If you can't see your regular doctor in-person, then talking to a doctor or nurse using telehealth may be an option. This means you meet with your doctor via the phone or internet from wherever you have a connection. Additionally, if your doctor's office is closed you can use our nurse line for advice after hours.

How does telehealth work?

Call your doctor's office to determine if they can schedule a telehealth or virtual visit for the service you need. Not all services can be handled via telehealth. Virtual doctor visits are not appropriate for serious or emergency medical situations. Also, you should see your PCP for well visits, immunizations and important screenings.

If your doctor doesn't offer telehealth and you are unable to go to an office, check with your plan for possible access to other board-certified doctors, licensed clinicians or nurses available online video chat or phone.

Talk to a nurse if you're not sure what type of care you need. Talking on the phone with a nurse can help you determine the right care plan and is available at no additional cost to you. The NurseLine is available 24 hours a day, 7 days a week. You can reach NurseLine at **1-888-547-3674, TTY 711**.



Learn more. Have questions about your telehealth benefit? Visit myuhc.com/CommunityPlan. Or call Member Services at **1-866-622-7982, TTY 711**.



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://www.myuhc.com/triviaoutbreak) 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](https://www.myuhc.com/CommunityPlan) to find a location near you.



istock.com: EvaKatalin

Resource corner.

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

1-866-622-7982, 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).

1-888-547-3674, TTY 711

Quit For Life®: Get help quitting smoking at no cost (toll-free).

1-866-784-8454, TTY 711

quitnow.net

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).

1-866-622-7982, TTY 711



Pasta party.

Try this delicious recipe.

Make pasta for dinner with this simple and nutritious recipe. Add wagon wheels and easy ingredients like frozen spinach and nuts, and you can't go wrong. This recipe serves 6 (and you will likely have leftovers).

Ingredients.

- 1 pound wagon wheel pasta (can be substituted for other shapes and/or gluten-free pasta)
- 3 tablespoons olive oil
- 3 tablespoons garlic, thinly sliced (8–10 cloves)
- ½ teaspoon kosher salt
- 1 teaspoon crushed red pepper
- 1 pound frozen spinach (defrosted)
- ½ cup Parmesan cheese, freshly grated
- 2 tablespoons pine nuts, toasted (if pine nuts aren't available, try almonds or cashews)

Instructions.

1. Cook the pasta according to the package.
2. If using raw nuts, spread them in a single layer on a microwave-safe plate. Microwave on full power for 1 minute. Stir nuts and continue microwaving in 30-second periods until nuts are golden brown. This can be done in advance.
3. While the pasta is cooking, heat olive oil over medium heat in a large skillet. Add garlic, salt and crushed red pepper. Cook until the garlic starts to turn golden, about 3 minutes.
4. Add the spinach and combine until heated through.
5. While heating the spinach, drain the pasta and reserve 1 cup of the pasta cooking liquid. Put the hot pasta water into the pan, add the drained pasta and stir to combine. Top with Parmesan cheese and toasted nuts.

Nutrition (per serving): 313 calories, 12g protein, 46g carbohydrates (4g fiber), 9g fat (2g sat fat, 7g mono/poly), 268mg sodium

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 complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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. to 8 p.m., 7 days a week.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail at:

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711.**

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711.**

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.
1-866-622-7982, TTY 711 로 전화하십시오.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711.**

Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-866-622-7982**，或聽障專線 **(TTY) 711**。

Arabic

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً.
اتصل على الرقم **1-866-622-7982**، الهاتف النصي **711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711.**

Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-866-622-7982 (TTY 711)** تماس بگیرید.

Amharic

አማርኛ (Amharic) ቁዋንቋ የሚናገሩ ከሆነ የቁንቋ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉታል። **1-866-622-7982, TTY 711** ይደውሉ።

Urdu

اگر آپ اردو (Urdu) بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-866-622-7982**، ٹی ٹی وائی **711**۔

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-622-7982, TTY 711**.

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-622-7982, TTY 711**.

Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-866-622-7982, TTY 711**.

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-622-7982, TTY 711**.

Bengali

আপনি যদি বাংলায় কথা (**Bengali**) বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে।

1-866-622-7982, TTY 711 নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wudu** (**Kru (Bassa)**)-dù kò-kò po-nyò bě bìi n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, dá n̄ bà n̄à kε: **1-866-622-7982, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dijịrị gị. Kpọọ **1-866-622-7982, TTY 711**.

Yoruba

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànḽowọ̀ ìtumò èdè, wá fún ọ ní ọ̀fẹ́. Pe **1-866-622-7982, TTY 711**.