



HealthTalk

Your journey to better health



Your opinion matters

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

Covered care

Healthy start

Schedule a wellness visit for your child

Start the year off right by scheduling an annual wellness visit with your child's primary care provider. This visit is a covered benefit under your health plan and makes sure your child is growing strong and healthy.

During the visit your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they may need
- Talk about important health and safety topics for your child's age



United
Healthcare®
Community Plan



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.

Covered care

Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

1. Primary care provider

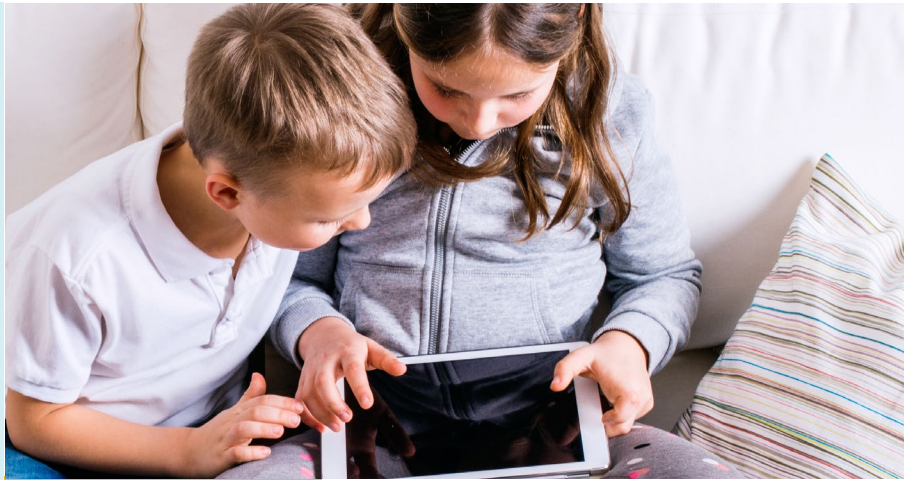
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing, major burns or uncontrollable bleeding.



Everyday life

Screen time and kids

How much is too much?

Kids are spending more time with screens than ever before. Screens include smartphones, computers, tablets and TVs. Screen time limits depend on your child's age and how the technology is being used. There are four main categories of screen time:

- **Passive:** mindlessly watching videos or scrolling
- **Interactive:** playing games, problem-solving
- **Communication:** video-chatting, using social media
- **Content creation:** making digital art, music or coding

The American Academy of Pediatrics makes the following recommendations:

- **Under 18 months:** Avoid screen time other than video-chatting
- **Age 18-24 months:** Find high-quality programs to watch or play together
- **Age 2-5:** Limit screen use to one hour per day of high-quality programs

Here are some ideas that can help you limit screen time:

- Establish device-free times or rooms
- Charge devices outside of the bedroom
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects

Vaccines

It's your best shot

Staying on schedule with vaccinations protects your child as well as others from getting sick. From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza
- COVID-19
- RSV

Mental health

Signs your child might need support

Kids can face a lot of stress. Their stress may come from everyday challenges like trying to make friends, dealing with bullies or getting good grades. It can also come from family changes like the birth of a sibling, a move or a divorce.

Just like adults, kids can also experience depression and anxiety. But when kids don't feel well emotionally, they may not know how to express it.

Here's how you can help support them.

- **Talk with them** – Ask your child how they're feeling and be there to listen.
- **Rethink the pressure** – Living up to a parent's expectations can be tough at any age. Ask yourself if you're putting a lot of pressure on your child to perform in school or activities. If so, relax a bit.
- **Get professional help** – If you think your child may be dealing with a mental health condition, or you need parenting support, reach out for support.



There for what matters

We're here to help connect you with care and resources. Chat with an advocate through myuhc.com/communityplan or the UHC mobile app.

Remember: If you need crisis support, call or text 988.

We're here to help

Member Services: 1-800-414-9025, TTY/PA Relay 711. 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).

Our website: myuhc.com/communityplan
Our website keeps all your health information in one place. Find a health care provider, view your benefits or see your member ID card, and more.

UnitedHealthcare app: Download on the App Store® or Google Play™
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 more.

NurseLine: 1-844-222-7341, TTY/PA Relay 711
Get health advice from a nurse 24 hours a day, 7 days a week, at no cost to you (toll-free).

UHC Doctor Chat: Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **UHCDoctorChat.com**.

Suicide & Crisis Lifeline: For help, call **988**.

Care Management: 1-800-414-9025, TTY/PA Relay 711. Members with chronic conditions and complex needs can get phone calls, home visits, health education, referrals to community resources, appointment reminders, help with rides and more (toll-free).

Healthy First Steps®: 1-800-599-5985, TTY 711, uhchealthyfirststeps.com
Get support throughout your pregnancy (toll-free).

Community Connector: uhc.care/HTCommConnector
UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Enhanced Member Support Unit (EMSU) formerly Special Needs Unit: 1-877-844-8844, TTY/PA Relay 711
Get support for ongoing physical, developmental, emotional or behavioral conditions.

We can help beyond health care: 1-800-414-9025, TTY/PA Relay 711
If you have a need for food, housing or help with utilities bills, call Member Services (toll-free).

Discrimination is against the law. The company complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

You have the right to file a complaint if you believe you were treated in a discriminatory way by us. You can file a complaint and ask for help filing a complaint in person or by mail, phone, or email at:

UnitedHealthcare Community Plan
P.O. Box 30608
Salt Lake City, UT 84131-0364

Email: **UHC_Civil_Rights@uhc.com**

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675, Harrisburg, PA 17105-2675

Phone: **717-787-1127**, TTY/PA Relay **711**
Fax: **717-772-4366**, or
Email: **RA-PWBEOAO@pa.gov**

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

Online: **hhs.gov/civil-rights/filing-a-complaint/index.html**

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

By phone: **1-800-368-1019** (TDD **1-800-537-7697**)

We provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please call Member Services at **1-800-414-9025**, TTY/PA RELAY **711**.

1-800-414-9025, TTY 711

English: ATTENTION: Translation and other language assistance services are available at no cost to you. If you need help, please call the number above.

Spanish: ATENCIÓN: La traducción y los servicios de asistencia de otros idiomas se encuentran disponibles sin costo alguno para usted. Si necesita ayuda, llame al número que se indica arriba.

Russian: ВНИМАНИЕ! Услуги перевода, а также другие услуги языковой поддержки предоставляются бесплатно. Если вам требуется помощь, пожалуйста, позвоните по указанному выше номеру.

Chinese (Simplified): 请注意：您可以免费获得翻译和其他语言帮助服务。如果您需要帮助，请拨打上述电话号码。

Vietnamese: CHÚ Ý: Dịch vụ dịch thuật và hỗ trợ ngôn ngữ khác được cung cấp cho quý vị miễn phí. Nếu quý vị cần trợ giúp, vui lòng gọi số ở trên.

Arabic: تنبيه: تتوفر خدمات الترجمة وخدمات المساعدة اللغوية الأخرى لك مجانًا. إذا كنت بحاجة إلى المساعدة، يُرجى الاتصال بالرقم أعلاه.

Nepali: ध्यान दिनुहोस्: तपाईंका लागि अनुवाद र अन्य भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। यदि तपाईंलाई मद्दत चाहिए न्छ भने कृपया माथ को नम्बर फोन गर्नुहोस्।

Korean: 참고: 번역 및 기타 언어 지원 서비스를 무료로 제공해 드립니다. 도움이 필요하시면 위에 명시된 번호로 전화해 주십시오.

Cambodian: សម្គាល់៖ ប្រតិបត្តិការ និងសេវាជំនួយភាសាផ្សេងទៀត គឺអាចរកបានដោយឥតគិតថ្លៃចំពោះរូបអ្នក។ ប្រសិនបើអ្នកត្រូវការជំនួយ សូមហៅទូរសព្ទទៅលេខខាងលើ។

French: ATTENTION : la traduction et d'autres services d'assistance linguistique sont disponibles sans frais pour vous. Si vous avez besoin d'aide, veuillez appeler le numéro ci-dessus.

Burmese: သတိမူရန်- သင့်အတွက် အခကြေးငွေ ကုန်ကျမှု မရှိဘဲ ဘာသာပြန်ဆိုခြင်းနှင့် အခြားသော ဘာသာစကား အကူအညီ ဝန်ဆောင်မှုများကို ရယူနိုင်ပါသည်။ အကူအညီလိုအပ်ပါက အထက်ပါဖုန်းနံပါတ်ကို ခေါ်ဆိုပါ။

Haitian Creole: ATANSYON: Gen tradiksyon ak lòt sèvis èd pou lang ki disponib gratis pou ou. Si w bezwen èd, tanpri rele nimewo ki mansyone anwo a.

Portuguese (Brazil): ATENÇÃO: Serviços de tradução e outros serviços de assistência linguística estão disponíveis sem nenhum custo para você. Se precisar de ajuda, ligue para o número acima.

Bengali: মনোযোগ দিন: অনুবাদ এবং অন্যান্য ভাষা সহায়তা পরিষেবাগুলি আপনার জন্য বিনা খরচে পাওয়া যায়। আপনার সাহায্যের প্রয়োজন হলে অনুগ্রহ করে উপরের নম্বরে কল করুন।

Albanian: VINI RE: Shërbimet e përkthimit dhe të tjera të ndihmës me gjuhën janë në dispozicion pa asnjë kosto për ju. Nëse keni nevojë për ndihmë, ju lutemi telefonojnini numrit më sipër.

Gujarati: ધ્યાન આપો: ભાષાન્તર અને અન્ય ભાષા સહાય સેવાઓ તમારા માટે કોઈપણ ખર્ચ વિના ઉપલબ્ધ છે. જો તમને મદદની જરૂર હોય, તો કૃપા કરીને ઉપરના નંબર પર કૉલ કરો.