



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. It's available now.



Health4Me

An app for you

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones.

Health4Me makes it easy to:

- find a provider
- call Nurseline
- view your ID card
- contact Member Services



Connect. Download the free Health4Me app today. Use it to connect

with your health plan wherever you are, whenever you want.





Stay healthy

Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



What do you need? Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.

Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



Get it all. Want to know more about our Quality Improvement Program? Call toll-free **1-800-895-2017 (TTY 711)**.



The right dose

4 tips for people who use antidepressants

Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



Follow up. If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.



Ask Dr. Health E. Hound

Q: When do I need to start taking care of my baby's teeth?

A: Believe it or not, at birth! Good dental care begins before teeth come in. Clean your baby's gums with a soft cloth and water. When teeth begin to come in, start brushing twice daily. Use a little bit of fluoridated toothpaste and a child's soft toothbrush. Take your child for a first dentist visit when his or her first tooth comes in. This happens between 6 and 12 months of age.

As children get older, they can brush their own teeth. Check to make sure their teeth get really clean. Take them to the dentist twice a year for cleanings and checkups.

Even though babies lose their first teeth, tooth decay in baby teeth is serious. It can lead to poor eating habits, speech problems, infection, and discolored, crooked or damaged adult teeth.



Smile. Your child's benefits include dental care. Need to find a dentist for your child? Visit myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-800-895-2017 (TTY 711)**.



In the zone

Your asthma action plan

If you have asthma, work with your doctor to create an asthma action plan. It will help you control your asthma. It explains your medications. It tells you what to do when your symptoms get worse. It tells you when you may need to add a medication, call your doctor or go to the hospital. An asthma action plan has three zones:



- **GREEN:** You feel well. Keep taking your long-term control medications.
- **YELLOW:** You are having asthma symptoms. You may be coughing or wheezing. Your chest could feel tight. You might be having trouble working or exercising. Slow down and take your quick relief medicine.
- **RED:** You are having severe symptoms. Your quick relief medicine is not helping enough. Get immediate medical attention.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-895-2017 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-800-542-8630 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).
1-877-813-3417 (TTY 711)
UHCBabyBlocks.com

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.
@UHCPregnantCare
@UHCEmbarazada
bit.ly/uhc-pregnancy

Our website and app Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me

KidsHealth Get reliable information on health topics about and for children and teens.
KidsHealth.org



FA1504



Join us. We offer disease management programs. They help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To learn more, call toll-free **1-800-895-2017 (TTY 711)**.

SEE YOU AT THE ZOO

UnitedHealthcare Community Plan hosted seven member appreciation days at local zoos throughout the State of Ohio. More than 2,500 members enjoyed these fun-filled days. Attendees received goody bags and a battery operated fan along with a thank-you card signed by UnitedHealthcare CEO Tracy Davidson.

Members enjoyed healthy food options and a vendor fair. The Kids Station featured music, games, prizes, face painting and a henna artist, and special animal shows by the local zoo. There was also a photo booth and an appearance by Dr. Health E. Hound.

Keep a look out for your invitation to next year's member appreciation days!

