



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

Bright eyes



5 ways to prevent diabetic eye disease

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



How can we help? UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-888-887-9003 (TTY 711)** to find out if you can join.

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United Health Group

UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 800
Sugar Land, TX 77478



Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them?

Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at MyUHC.com/CommunityPlan to learn about your drug benefits. Or, call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

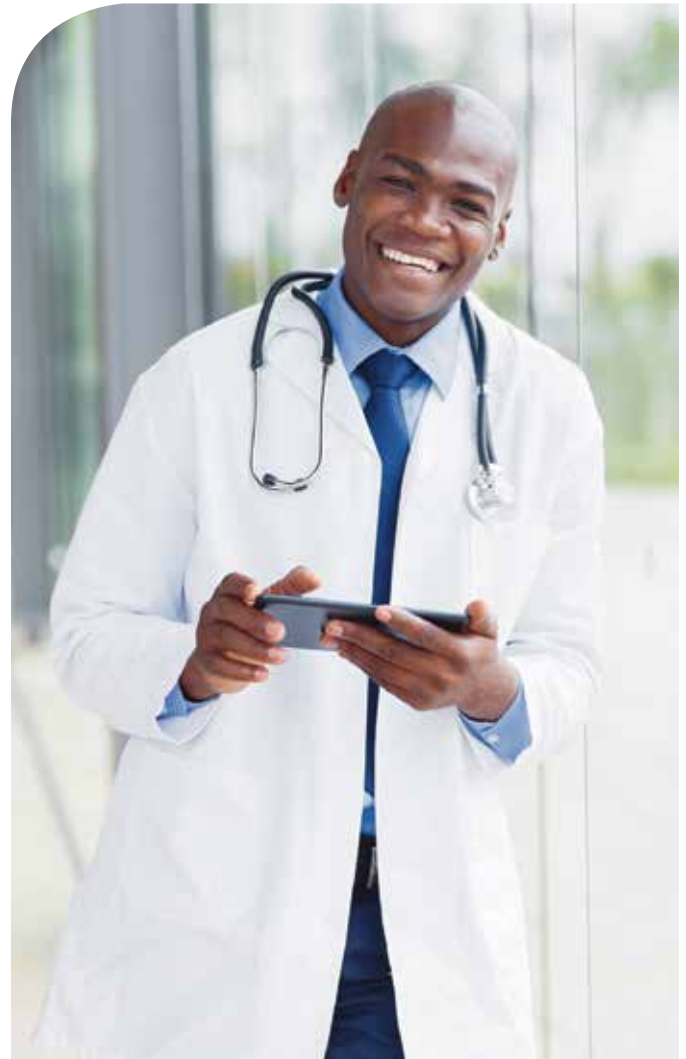
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at MyUHC.com/CommunityPlan. You may also call Member Services toll-free at **1-888-887-9003 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



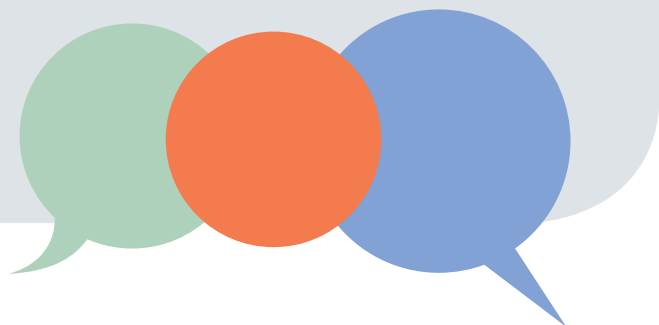
Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at MyUHC.com/CommunityPlan. You can also call Member Services at **1-888-887-9003 (TTY 711)** to ask us to mail or email you a copy of the form.



Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-839-5407 (TTY 711)**.





Depression in seniors

It can and should be treated.

Often, people don't notice depression in seniors. They may mistake it for signs of other illnesses or dementia. They may assume it is a normal part of the aging process. They think it's normal to be sad due to the losses and stressors that may occur in the later years.

These factors can be a cause of depression in seniors. But there is no need to suffer from it. Seniors may be afraid to ask for help. They may think treatment costs too much. But no matter what is causing the depression, it can get better. Therapy, medication and other treatments work well. Sometimes a medical condition is causing the depression. Finding it and treating it can relieve the symptoms. Building a support network for a lonely senior can also help.

Symptoms of depression in seniors can be a little different than in younger people. They may include:

- memory problems or confusion
- low appetite or weight loss
- social withdrawal
- trouble sleeping
- seeing or hearing things
- believing things that are not real
- vague complaints of pain or illness

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-839-5407 (TTY 711)

Your Service Coordinator Talk to your service coordinator (toll-free).

1-800-349-0550 (TTY 711)

Our website Use our provider directory or read your Member Handbook.

MyUHC.com/CommunityPlan

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233
(TTY 1-800-787-3224)**

Smoking Quitline Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)



Get help. Could you or a senior you care about have depression? The first step is to talk to the primary care provider about it. Need to find a provider? Visit **MyUHC.com/CommunityPlan** or call **1-888-887-9003 (TTY 711)**.

