



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com](http://myuhc.com). You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## The right care

### How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-888-887-9003 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.





# Is it a stroke?

## Know the signs.

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- numbness or weakness of face, arm or leg
- confusion, trouble speaking or understanding
- vision changes in one or both eyes
- trouble walking or staying balanced
- severe headache
- double vision or drowsiness
- nausea or vomiting

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, he or she may not be able to:

1. smile
2. raise both arms
3. coherently speak a simple sentence



**Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

## BY THE BOOK

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan.

It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about network providers.
- how your prescription drug benefits work.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- your member rights and responsibilities.
- our privacy policy.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



**Get it all.** You can read the Member Handbook online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-888-887-9003 (TTY 711)** to request a copy of the handbook.



# CAGEd in

## Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs compulsively or without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If you answer yes to any of these questions, you may have a problem.



**Need help?** Alcoholism and drug addiction need to be diagnosed and treated by the right providers. If you think you may need help, call **1-866-302-3996 (TTY 711)** toll-free to learn how to use your behavioral health benefits.



## Stay on your toes

According to the Centers for Disease Control and Prevention, more than one in three people age 65 and older fall each year. Here are some tips to help keep you on your feet:

- **TALK TO YOUR DOCTOR.** He or she can check to see if your medications are making you dizzy or drowsy.
- **EXERCISE REGULARLY.** Being active can keep you strong and improve balance.
- **GET YOUR VISION CHECKED EACH YEAR.** Wear the right glasses or contact lens prescription.
- **EAT FOR BONE HEALTH.** Get plenty of calcium and vitamin D from dairy products and green vegetables.
- **REMOVE HOME HAZARDS.** Throw rugs and clutter can cause you to trip.
- **TURN UP THE LIGHTS.** Low lighting can hide tripping hazards.
- **ADD HANDRAILS TO STAIRS AND HALLWAYS.** Install grab bars by the tub and toilet.



**Talk it up.** Be honest with your provider about any falls you have, even if you don't get hurt. Tell your provider if you ever feel dizzy or unsteady. Your PCP can help you prevent falls.



## 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)**

**Your Service Coordinator** Talk to your service coordinator (toll-free).  
**1-800-349-0550 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-877-839-5407 (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)**



## Safety first

### 6 tips for medication safety

- 1. KNOW YOUR DRUGS.** Learn their names and possible side effects. Know why you need them. Ask how to take them, how much to take and how often to take them. Never take more or less of a drug without talking to your doctor. Never take drugs that were intended for someone else.
- 2. AVOID INTERACTIONS.** Tell your doctor and pharmacist about any other drugs or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. DON'T STOP.** You may feel better before the medicine is gone. But keep taking it for as long as your doctor tells you to. With some drugs, you must finish the entire prescription for it to work.
- 4. HEED WARNINGS.** Ask your doctor about any foods, beverages or activities you should avoid while taking a drug.
- 5. WATCH OUT FOR SIDE EFFECTS.** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. GET CHECKED.** Some medication dosages need to be monitored. Ask your doctor if the medications you take require you to get regular blood tests.



**It's listed.** UnitedHealthcare has a list of preferred prescription drugs. Find out if your medicine is on the list. Call **1-888-887-9003 (TTY 711)** or visit **myuhc.com/CommunityPlan**.

