



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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.



What's bugging you?



How to treat lice

Millions of children get lice. Lice are tiny bugs that live among human hair. They spread and reproduce easily. Your child can get lice by coming into contact with someone who has it. Sharing belongings, such as hats, can also spread lice.

Special shampoos and topical medications can kill lice. You can also remove lice and their eggs (nits) by combing your child's wet hair with a very fine-tooth comb from root to end. Rinse the comb off after each section. Repeat this process every three to four days for at least two weeks.

Lice can live on your child's belongings for two to three days. Wash what you can in hot water. Items you are not able to wash should be sealed in a plastic bag for at least 72 hours.

 **Learn more.** Get more information on lice and other children's health topics at UCHCommunityPlan.com/IAkids.

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United Health Group

UnitedHealthcare Community Plan
1089 Jordan Creek Parkway
West Des Moines, Iowa 50266



Stay safe

You can prevent STDs.

Millions of young people get sexually transmitted diseases (STDs) each year. STDs are not just spread through sexual intercourse. You can get some STDs by skin-to-skin contact with an infected area. STDs are serious. They can lead to permanent damage, such as infertility, if not treated.

- **Protect yourself.** The only way to completely prevent STDs is by not having sex. If you do have sex, use a condom every time. Condoms are the only form of birth control that lower your risk of getting an STD.
- **Communicate with your partner.** Make sure you are both aware of any existing STDs or health issues. Talk about how you will prevent STDs and pregnancy. Sex should always be consensual.
- **Get tested.** Many STDs do not have noticeable symptoms. It is important to get regular examinations and tests. If you think you have an STD, don't let embarrassment keep you from seeing a doctor.

 **Get screened.** Need to find a provider for your teen? Visit myuhc.com/CommunityPlan.

Know your drug benefits

Do you know where you can get more information about your prescription drug benefits? Visit our website to learn about:



- 1. What drugs are on our Preferred Drug List.** 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 thousands of 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 it up. Find information on your drug benefits at myuhc.com/CommunityPlan or on the Health4Me app. Or, call Member Services toll-free at **1-800-464-9484 (TTY 711)**.

Your privacy

We take your privacy seriously. We are very careful with your family's 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 PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

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



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 **1-800-464-9484 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Get it right

Where to go for the right care, at the right time

Your first option: Your PCP

For most illnesses and injuries, your primary care physician's (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.

Examples: Throat, ear, respiratory or eye infections. Colds and flu. Skin problems. Mild asthma symptoms. Stomach viruses.

Your next option: 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.

Examples: Same as PCP, plus sprains or minor broken bones. Cuts requiring stitches. Moderate asthma or diabetes symptoms needing quick treatment.



For true emergencies: Call 911 or 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.

Examples: Signs of stroke or heart attack. Uncontrolled bleeding. Serious pregnancy complications. Major asthma or diabetes symptoms.



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 **1-877-244-0408 (TTY 711)**.



Ask Dr. Health E. Hound

Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



Get it all. See the recommended immunization schedule for every member of your family at cdc.gov/vaccines.



Resource corner

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

1-800-464-9484 (TTY 711)

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

1-877-244-0408 (TTY 711)

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.

UHCommunityPlan.com/IAkids

National Dating Abuse Hotline Teens can ask questions and talk to a teen or adult (toll-free).

**1-866-331-9474
(TTY 1-866-331-8453)**



food for thought

EATING WELL ON A BUDGET™

Save for later!

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create Food for Thought. This program gives families information on healthy eating on a budget.

Leftovers can be made into delicious and healthy meals. At home, save time and money by making more servings than you need, then saving the rest. Follow these food safety tips:

- **Refrigerate or freeze leftovers quickly.** If you plan to eat leftovers within a day or so, refrigerate them. If you plan to eat them later than that, freeze leftovers in reusable containers.
- **Thaw foods safely.** Leaving foods to thaw on the counter can make them unsafe to eat. Thaw foods safely in the refrigerator, in cold water, or in the microwave.
- **Divide portion sizes.** Separate leftovers into single serving sizes for easy preparation.
- **Mark and date.** To keep track of when you put the foods in the freezer or refrigerator, mark the container with the date and what's inside.



Have fun. Visit **sesamestreet.org/food** for

more Food for Thought information. The website has videos, a children's storybook, a caregiver guide and healthy recipes.



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Partners in Healthy Habits for Life