



Health TALK

WINTER 2019



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.



Breathe easy.

How to control asthma when it's cold.

Many people with asthma breathe a sigh of relief when winter comes. Outdoor triggers like pollen and weeds go away. But some people feel worse in the winter. Their asthma can be triggered by cold or dry air. Dust mites and pet dander can also build up when windows are closed.

Here are 4 tips for winter asthma control:

- 1. Drink lots of water.** Aim for 8 glasses a day.
- 2. Use a humidifier inside.** Clean it and change the filter often.
- 3. Cover your mouth and nose outside.** Use a scarf or a mask.
- 4. Vacuum and dust often.** Keep pets out of bedrooms. Wash bed sheets weekly.

 **Have a plan.** Do you have asthma? Talk to your doctor about whether you need to change your asthma action plan seasonally. Remember to carry your rescue inhaler with you.



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Milwaukee, WI 53226-0649

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Say no to CO.

Carbon monoxide (CO) is an invisible killer. It is a colorless, odorless gas that is produced from burning fuel. CO is produced year-round. But because windows are closed and heaters are on, the risk for CO poisoning is higher in the cooler months.

Because you cannot see or smell CO, the first sign it is in your home is often when you start to feel sick. The first symptoms include headache, fatigue or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.

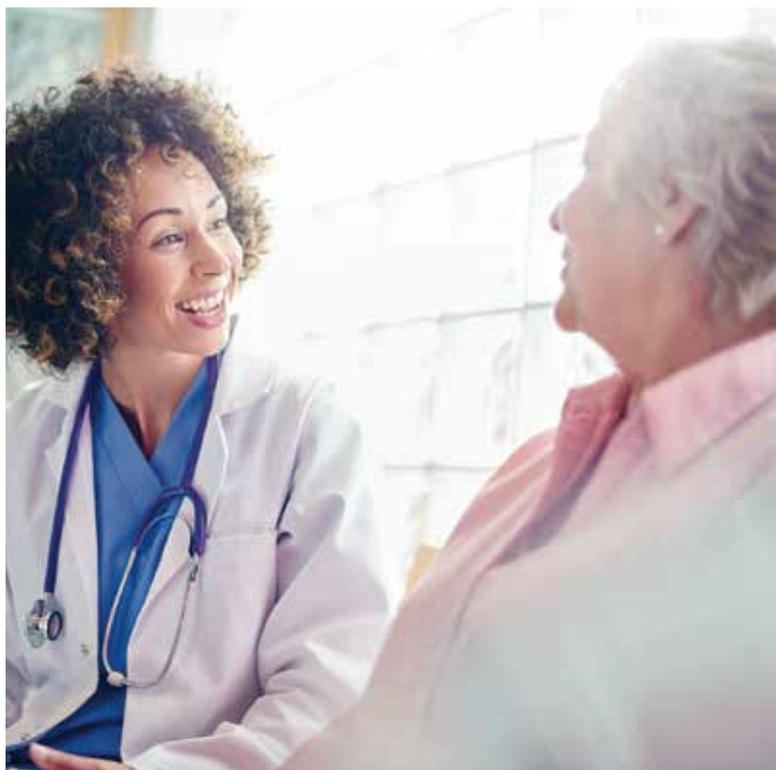
If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call **911** from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- Leave a car running in a garage or other enclosed space, even with the door open.
- Run a generator inside your home, garage or crawl space.
- Burn charcoal inside.
- Use a gas range, oven or dryer for heating your home.



Use a detector. Every home should have a CO detector. It will alert you to high CO levels. Make sure to replace the batteries once a year. Maybe on your birthday, so it's easy to remember.



Take charge.

See your PCP for your annual well visit.

Checkups aren't just for kids. They can help adults stay healthy, too. See your primary care provider (PCP) once a year for a well visit. You will get any tests or shots you need. Your PCP can look for problems that often don't have symptoms.

Get off to a good start this year by scheduling an appointment with your PCP. Preparing for your PCP visit can help you get the most out of it. Here's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top 3 things you need help with.
2. Tell your PCP about any drugs or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. Tell your PCP about other doctors you may be seeing. Mention any medications or treatments they have prescribed for you. Bring copies of any reports and test results.
4. Write down your symptoms. Tell your doctor how you feel. Mention any new symptoms and when they started.
5. Bring someone for support. He or she can help you remember and write down information.



Need a doc? We can help. Call Member Services toll-free at **1-800-504-9660, TTY 711**. Or visit our member website at myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app.

Ask Dr. Health E. Hound.®

Q: Why does my child need to be tested for lead?

A: Lead is often found in plumbing or paint in older homes. It can also be found in painted toys made outside of the United States. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child's body leads to lead poisoning. It can result in slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of a checkup at these ages. The test is done using a few drops of blood.

 **Learn about lead.** Read all about lead poisoning and other kids' health topics. Visit [KidsHealth.org](https://www.kidshealth.org). Does your child need to be tested? Ask his or her doctor.

Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.



Know your numbers.

Almost 1 in 3 adults has high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. High blood pressure can lead to serious problems, so it's important to treat it. It's a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- See your doctor regularly, and get your blood pressure checked at each visit.
- Do not smoke.
- Limit salt to less than 1,500 mg per day.
- Stay at a healthy weight.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Exercise for at least 30 minutes a day.

 **See your doctor.** If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-504-9660, 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®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-866-827-0806, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

10 facts about depression.

Things to know when you're feeling down.

1. **Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
2. **Depression makes it hard to give.** It's hard to think of other people when you're depressed.
3. **Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
4. **Ongoing irritability can be a symptom of depression.**
5. **Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
6. **Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
7. **People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
8. **Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
9. **Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
10. **Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- If you do not know your access code, click on "I don't know my access code."
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Click on "Enter."
- Go to the "Mind and Body" drop down.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



Get help. To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-504-9660, TTY 711**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call **1-800-504-9660, TTY 711**. Representatives are available Monday through Friday from 7:00 a.m. – 7:00 p.m. Central Time.

You can also file a complaint within 180 days with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, qualified sign language interpreters, written materials in large print, audio, electronic, or other formats, or letters in other languages. Or, you can ask for an interpreter. To ask for help, please call **1-800-504-9660, TTY 711**. Representatives are available Monday through Friday from 7:00 a.m. – 7:00 p.m. Central Time.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o origen nacional, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al **1-800-504-9660, TTY 711**. Se encuentran disponibles representantes de lunes a viernes de 7:00 a.m. a 7:00 p.m. hora Central.

Usted también puede presentar una queja dentro de 180 días con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, intérpretes calificados de lenguaje de señas, materiales escritos en letra grande, formatos de audio, electrónico u otros o cartas en otros idiomas. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al **1-800-504-9660, TTY 711**. Se encuentran disponibles representantes de lunes a viernes de 7:00 a.m. a 7:00 p.m. hora Central.