



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



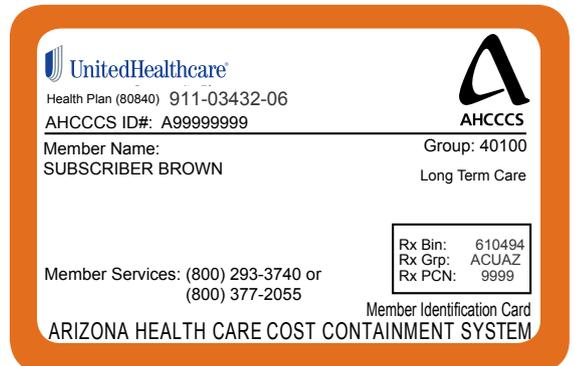
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Let's see ID

New ID cards were issued.

You were mailed a new ID card in September. It has our new UnitedHealthcare Community Plan name. Please show your new card to all of the providers you get services from. The group number may have changed. Providers need the group number to bill UnitedHealthcare Community Plan correctly.



Did you get yours? If you did not receive a new card that looks like the one above, call Customer Service at **1-800-293-3740** to request a new one.

PRSRT STD U.S. Postage
PAID
 United Health Group

UnitedHealthcare Community Plan
 1 East Washington, Suite 800
 Phoenix, AZ 85004

Know your numbers

It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is 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.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men or fewer.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



Bring it down. 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.



Saving lives

There are more than 2 million breast cancer survivors in the U.S. Screenings can help find the disease before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.



What's right for you? Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.



We care about quality

UnitedHealthcare Community Plan's Quality Improvement Program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-293-3740 (TTY 711)**.



You can quit

Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease in the United States. It's also the No. 1 cause of premature death. Yet, one in five Americans still smokes cigarettes. Millions more people smoke cigars or pipes or chew tobacco. If you are one of more than 60 million tobacco users in the U.S., it's time to quit.

The Great American Smokeout may be a good day for you to quit tobacco — even if it's just for one day. This yearly event takes place this fall on Nov. 21.



You can do it. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call the ASH Line at **1-800-556-6222**.

ALL IN THE TIMING

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes.

- Emergency: the same day
- Urgent PCP visit: within 2 days
- Routine PCP visit: within 21 days
- Routine specialist visit: within 45 days



Need help? If you are having trouble getting an appointment with your provider, call your case manager. If you need a ride to an appointment, call LogistiCare at **1-866-252-1735 (TTY 1-866-288-3133)**.



Where to get shots

Check with your doctor's office first. If your doctor's office is not offering the shots you need, you can go to any county clinic. Your case manager can help you find a place to get a shot. You may also go to any Target, Walgreens or CVS store, or the Mollen Immunization Clinic.

These websites can help you find a location near you:

- mollenflushots.com
- target.com/flu
- walgreens.com/flu
- cvs.com/flu
- vaccinateyourbaby.org
- azdhs.gov/phs/immun/statewide_clinics.htm
- cirs.org
- cdc.gov/flu
- flucliniclocator.org
- findaflushot.com
- vaxamerica.com



They're covered. Flu and pneumonia shots are covered for Long Term

Care Plan members. If you have any questions or need help getting shots, please call your case manager.



Your best shot

You can prevent flu and pneumonia.

The flu season can begin as early as October. Every flu season is different. The flu can affect people differently. Even healthy people can get very sick from the flu and spread it to others.

Getting a flu shot is the best way to reduce the chances that you will get the flu. Everyone aged 6 months and over should get vaccinated each fall. The shot protects against different kinds of flu each year. When more people get vaccinated, less flu infection can spread throughout the community.

AHCCCS requires that your Long Term Care Plan keep a copy of your flu shot record in your member record. Please ask your doctor's office, clinic, pharmacy or store for a copy of your shot record. It should show what shot you had and the date it was given. Your case manager will be asking you for this proof. It is also a good idea to show this information to all the medical providers that you see.

Pneumonia is another preventable infection. Anyone can get pneumonia. You can protect yourself by getting a pneumonia shot. It can be given any time of the year. The pneumonia shot is given once or twice, depending on your age and your doctor's recommendation. If you have never received a pneumonia shot, check with your doctor about getting one. If you have already had a pneumonia shot, ask your doctor if you need to get another one.

Both the flu and pneumonia can be very serious. They can be worse in people with ongoing medical conditions. They can cause you to be hospitalized. They can even cause death. Ask your doctor about flu and pneumonia shots.