

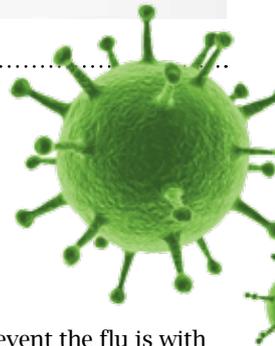


**NEW NAME,
SAME PLAN**

We're now **UnitedHealthcare Community Plan**. Only our name has changed. You will still have the same health benefits, personal support and customer service you're used to. Visit our new website at www.uhcommunityplan.com.

▼ PREVENTION

IN SEASON



IT'S NOT TOO LATE TO FIGHT THE FLU

The flu season has begun. The best way to prevent the flu is with a flu shot. It's not too late to get one. It's recommended for everyone aged 6 months and older.

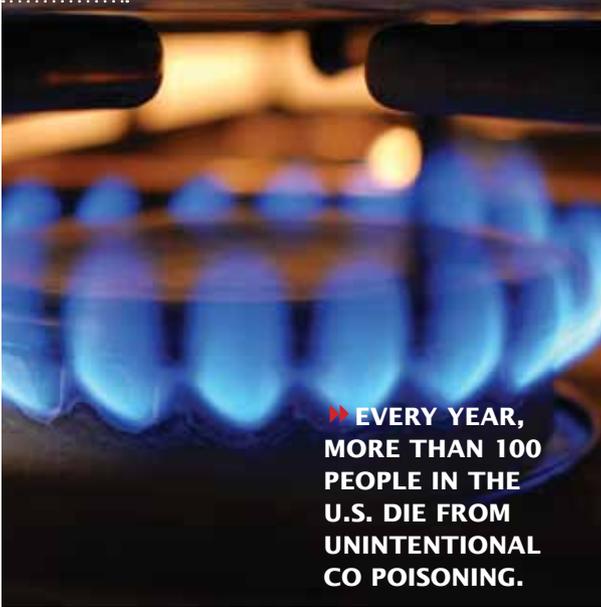
Take care of yourself during flu season with good nutrition, exercise and rest. This can help keep you strong enough to fight the flu. You can also avoid getting or spreading the flu virus with these tips:

- Stay away from people who have the flu.
- Stay home when you are sick. Don't go out until you are fever-free for 24 hours.
- Wash your hands often.
- Cough or sneeze into your elbow.
- Don't touch your eyes, nose or mouth.



 **GOING VIRAL** If you get the flu, ask your doctor about antiviral drugs. They can make the flu milder or shorter. They can also prevent complications. Children under 5 years old and people with chronic conditions can especially benefit from antiviral drugs.

SAFETY:



▶▶ EVERY YEAR, MORE THAN 100 PEOPLE IN THE U.S. DIE FROM UNINTENTIONAL CO POISONING.

say no to CO

STAY SAFE THIS WINTER

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 winter.

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.

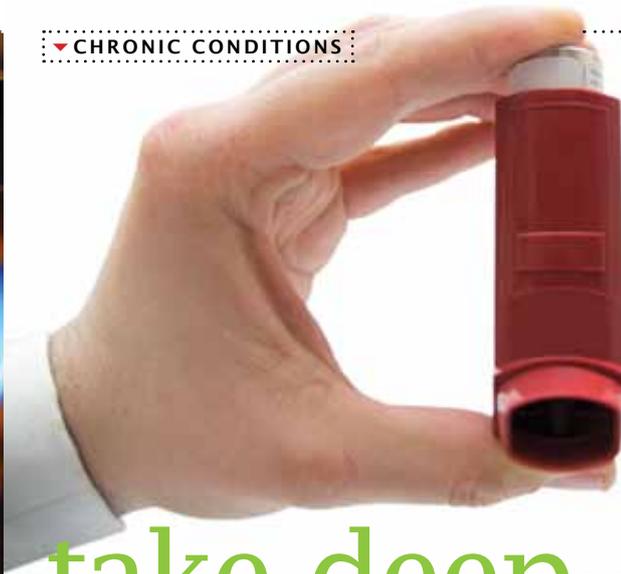
If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call **911** from a cell phone or neighbor's home.

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, including in a tent or vehicle.
- use a gas range, oven or dryer for heating your home.
- install or service gas or propane appliances, such as a furnace, oven or water heater, unless you are a trained service person.

BE ALARMED CO alarms are required by law in many areas. They can save your life. Put them in the hallway near every sleeping area in your home. Test them and replace the batteries often.

▼ CHRONIC CONDITIONS



take a deep BREATH

UNDERSTAND YOUR ASTHMA MEDICATION

There are many different medications for asthma. Your doctor will prescribe the right ones for you. You should have a written asthma action plan to help you know what to take and when.

▼ EMERGENCY CARE



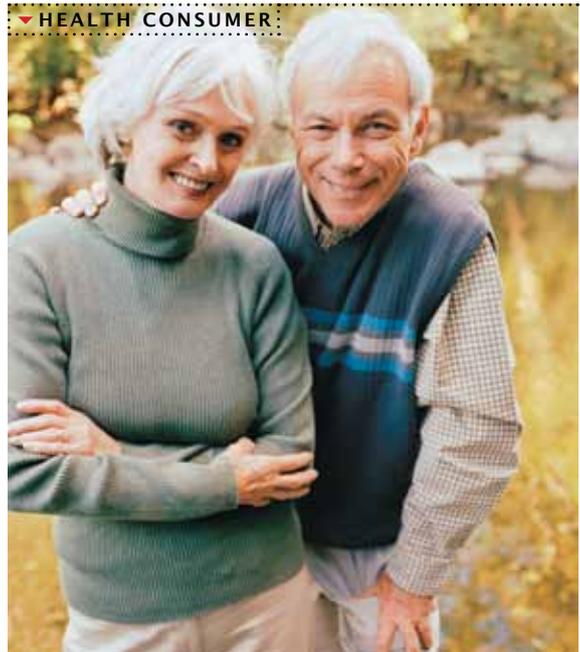
need CARE quick?

KNOW YOUR OPTIONS FOR THE RIGHT CARE IN THE RIGHT PLACE

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.

1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care, or your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.



ALMOST 1 OUT OF 10 CHILDREN HAVE ASTHMA.

LONG-TERM MEDICATIONS

■ Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

RESCUE MEDICATIONS

■ Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



JOIN US UnitedHealthcare has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call 1-866-398-3661 (TTY 711).

2. WHEN SHOULD YOU GO TO URGENT CARE?

If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients for many kinds of illnesses or injuries. They can perform some kinds of medical tests on site. Many urgent care centers are open at night and on weekends.

3. 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 to the emergency room with a minor problem, you may have to wait a long time while they treat serious cases first.



it's your choice

GIVING CONSENT TO MEDICAL TREATMENT

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you in a way that you can understand. You also have the right to say no to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. There are two kinds:

- A **LIVING WILL** is a paper that explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot make your own decisions about life support. For example, it says whether or not you would want a machine to help you breathe.
- A **DURABLE POWER OF ATTORNEY** is a paper that lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you any time you become temporarily or permanently unable to make medical decisions. You can also have a durable power of attorney for mental health care.

i WRITE IT DOWN Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available at www.caringinfo.org/stateadownload. Give copies of the form to your providers and someone you trust and keep one for yourself.



lock and key

We take your privacy seriously. We are very careful with your health information. We also guard your financial information. We have policies in place to protect this information. These policies explain:

- [how we may use this information.](#)
- [when we may share this information with others.](#)
- [what rights you have to your information.](#)

★ IT'S NO SECRET You may read our privacy policy online at www.uhccommunityplan.com. You may also call member services at 1-800-493-4647 (TTY 711) to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

your voice matters

You may get a survey from us in the mail. It asks questions about how happy you are with your health plan. If you get a survey, please fill it out and mail it back. Your answers will be confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

■ SURVEY SAYS If you would like to see the results of previous surveys, visit www.uhccommunityplan.com. Or, call member services at 1-800-493-4647 (TTY 711) to ask us to mail you a copy.



babyFACE

START YOUR BABY ON THE PATH TO PREVENTION

Babies grow and change quickly. That's why it's important for your child to have regular visits with his or her primary care provider. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

These visits make sure your baby is healthy and growing well. They are also a good time for you to ask about your baby's development and behavior. By age 2, your child should have 10 well-baby (EPSDT) visits. Ages for these visits are:

- 3 to 5 days
- 9 months
- 1 month
- 12 months
- 2 months
- 15 months
- 4 months
- 18 months
- 6 months
- 24 months

BABY'S BEST SHOT

By age 2, your child should be protected from 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.



STEP ONE UnitedHealthcare has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women and new moms can join. See www.uhccommunityplan.com or call 1-800-599-5985 to learn more about Healthy First Steps.

DO VACCINES CAUSE AUTISM?



No. Any potential link between autism and vaccines has been studied. Study results show that vaccines do not cause autism. Experts with the American Academy of Pediatrics, the Centers for Disease Control and other agencies agree with these studies.



UnitedHealthcare® Medicare Advantage plans are offered by UnitedHealthcare Insurance Company and its affiliated companies, a Medicare Advantage organization with a Medicare contract. UnitedHealthcare Dual Complete™ (HMO SNP) plans are special needs plans available to all people meeting certain eligibility requirements, such as having both Medical Assistance from the state and Medicare. The benefit information provided herein is a brief summary, not a comprehensive description of benefits. For more information, contact the plan.

UnitedHealthcare is a health plan with NYS Medicaid contracts. This plan is available to individuals who have Medicare and qualify for certain types of Medicaid coverage. Call the plan for details.

Los planes Medicare Advantage de UnitedHealthcare® son ofrecidos por UnitedHealthcare Insurance Company y sus empresas afiliadas, una organización de Medicare Advantage que tiene contrato con Medicare. Los planes UnitedHealthcare Dual Complete™ (HMO SNP) son planes de necesidades especiales disponibles para todas las personas que reúnen determinados requisitos de elegibilidad, como tener Asistencia médica del estado y Medicare. La información sobre los beneficios que contiene el presente documento constituye un breve resumen de los beneficios, no una descripción completa de ellos. Para obtener más información, comuníquese con el plan.

UnitedHealthcare es un plan de salud con contratos de Medicaid del estado de Nueva York. Este plan está disponible para las personas que tienen Medicare y califican para algunos tipos de cobertura de Medicaid. Llame al plan para obtener detalles.

TAKE advantage

A NEW PLAN FOR PEOPLE WITH BOTH
MEDICARE AND MEDICAID

UnitedHealthcare Community Plan now offers Medicaid Advantage! UnitedHealthcare Dual Advantage is a Medicaid Advantage plan. It allows people age 18 and over who have both Medicare and Medicaid to have a more coordinated approach to primary, preventive and acute care services through one health plan. UnitedHealthcare Dual Advantage lets you continue receiving most of your covered Medicaid benefits with UnitedHealthcare® when you join.

TO PARTICIPATE IN UNITEDHEALTHCARE DUAL ADVANTAGE YOU MUST:

- have full Medicaid coverage.
- enroll in UnitedHealthcare Dual Complete™ (HMO SNP) Medicare Advantage plan.
- reside in our service area (Bronx, Kings, Queens, New York, Richmond and Nassau Counties).

WITH UNITEDHEALTHCARE DUAL ADVANTAGE, YOU GET ADDITIONAL MEDICAID BENEFITS NOT OFFERED WITH UNITEDHEALTHCARE DUAL COMPLETE™ (HMO SNP) ALONE, SUCH AS:

- private duty nursing.
- preventive and routine dental care.
- transportation services beyond the 24-trip benefit under UnitedHealthcare Dual Complete to plan-approved locations.



CALL TODAY Participation and enrollment in UnitedHealthcare Dual Advantage is voluntary. Some Medicaid benefits will continue to be covered through fee-for-service Medicaid. If you would like more information, please contact Member Services at 1-800-514-4912 (TTY 711). Call us 7 days a week from 8 a.m. to 8 p.m. local time. We look forward to serving your Medicaid and Medicare health care needs.



La participación e inscripción en UnitedHealthcare Dual Advantage es voluntaria. Algunos beneficios de Medicaid continuarán con cobertura a través de Medicaid con "cuota por servicio". Si desea obtener más información, llame a servicios al miembro al 1-800-514-4912 (TTY 711). Estamos disponibles los siete días de la semana, de 8 a.m. a 8 p.m., hora local. Esperamos atender sus necesidades de atención médica de Medicaid y Medicare.

aproveche

UN NUEVO PLAN PARA PERSONAS CON MEDICARE Y MEDICAID

¡Ahora UnitedHealthcare Community Plan ofrece Medicaid Advantage! UnitedHealthcare Dual Advantage es un plan Medicaid Advantage. Permite a las personas mayores de 18 años que tienen Medicare y Medicaid tener un enfoque coordinado a servicios de atención primaria, preventiva y aguda a través de un plan de salud. UnitedHealthcare Dual Advantage le permite seguir recibiendo la mayoría de sus beneficios cubiertos de Medicaid con UnitedHealthcare cuando se une al plan.

PARA PARTICIPAR EN UNITEDHEALTHCARE DUAL ADVANTAGE, DEBE:

- tener cobertura total de Medicaid.
- inscribirse en el plan Medicare Advantage UnitedHealthcare Dual Complete™ (HMO SNP).
- residir en nuestra área de servicio (Condados de Bronx, Kings, Queens, New York, Richmond y Nassau).

CON UNITEDHEALTHCARE DUAL ADVANTAGE OBTIENE BENEFICIOS ADICIONALES DE MEDICAID QUE NO SE OFRECEN SOLO CON UNITEDHEALTHCARE DUAL COMPLETE™ (HMO SNP), COMO:

- enfermería privada.
- atención dental preventiva y de rutina.
- servicios de transporte adicionales al beneficio de 24 viajes bajo UnitedHealthcare Dual Complete a lugares aprobados por el plan.

UNITEDHEALTHCARE DUAL advantage

A NEW PLAN FOR PEOPLE WITH BOTH MEDICARE AND MEDICAID

