



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



IN THIS ISSUE

Welcome new members	Page 1
Community grants	Page 2
Avoiding whooping cough	Page 2
Your Member Handbook	Page 3
The dental/health connection	Page 3
Diabetes and heart disease	Page 4

Just joining us?

3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

- 1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.** Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.
- 2. VISIT YOUR PRIMARY CARE PROVIDER (PCP).** Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.
- 3. COMPLETE A HEALTH ASSESSMENT.** It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



We're here to help. Call Member Services at **1-800-895-2017 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.

BUILDING HEALTHIER COMMUNITIES

Many of our members are involved in their communities. The work you do in your community is important. But it takes funding to make it happen. Our Community Grants program can help make your efforts more productive. We provide:

- **GRANT GUIDES:** Receive a new, updated list of currently available grants delivered by email every month and available online.
- **SEMINARS:** Learn a new, simpler approach to write competitive proposals, an approach you can put into practice right away.
- **ADVISORY SERVICES:** Let an experienced grant-writing strategist work with you to identify the best grant opportunities for your organization and show you how to respond.
- **PROPOSAL EDITING AND REVIEW:** Turn a grant program idea into a powerful proposal. Have your work reviewed and edited for clarity and impact.

There is no cost for these services — they're part of our commitment to working with you to build a healthier community.

Get started today. Download our Community Grant Guides at UHCCommunityPlan.com and complete the form on the Community Grants Program page.



THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM? Call Member Services at **1-800-895-2017 (TTY 711)** toll-free. Ask to speak with someone in Utilization Management. We will explain how UM works and what it means for your care.



A family affair

The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.

There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and people of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



See your PCP. Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services at **1-800-895-2017 (TTY 711)**. Or, use our online provider directory at UHCCommunityPlan.com.

Strong smiles

The dental/health connection

Changes in your gums and teeth can be a sign of other health conditions. It is important to continue to take care of your oral health as an adult. Regular checkups at the dentist help keep your teeth and gums healthy. They can also help identify medical conditions you may not know you have. These conditions include:

- **ANEMIA:** Anemia, or low iron, has symptoms such as muscle cramps and pale skin. Some people with anemia also have a sore mouth with cracks in the corners.
- **DIABETES:** Many diabetics experience symptoms in their mouths. These symptoms include bad breath, sore gums and bleeding gums.
- **HEART DISEASE:** Gum disease can lead to heart disease. Symptoms for gum disease include red gums, bleeding gums and bad breath.



See double. See your dentist every six months for a cleaning and oral exam. If you need to find a new dentist or have questions about your dental benefits, call Member Services at **1-800-895-2017 (TTY 711)**.



Get smart

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 participating 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.
- what copayments or charges you may be responsible for.
- 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 your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



By the book. You can read the Member Handbook online at **UHC CommunityPlan.com**. Or call Member Services at **1-800-895-2017 (TTY 711)** to have a copy of the handbook mailed to you.





Sweet heart



The ABCs of heart disease with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABCs of heart disease and diabetes:

A IS FOR A1C. This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

B IS FOR BLOOD PRESSURE. Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.

C IS FOR CHOLESTEROL. Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



Are you diabetic? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call **1-800-895-2017 (TTY 711)** to learn about these programs.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-895-2017 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-800-542-8630 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
UHCCCommunityPlan.com

National Domestic Violence Hotline Get help for domestic abuse.
1-800-799-7233
(TTY 1-800-787-3224)

