



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

More than one in 10 adults have been diagnosed with heart disease. Heart disease is the No.1 cause of death in the United States.



## Take risks to heart

### New heart guidelines

New heart disease prevention guidelines have been in the news. They address risk factors for heart disease and stroke. These include blood pressure, obesity, cholesterol and lifestyle. Your age, gender, race and family history are also considered.

The new guidelines suggest that providers use an online risk calculator. Then, your provider will work with you to reduce your risk if needed. This could include lifestyle changes and/or medication.

Your target numbers for blood pressure and cholesterol may be different than they used to be. They are now specific to you.



**See your PCP.** Ask PCP about your heart disease risk factors. Learn more about the new guidelines at [Heart.org](http://Heart.org).



## 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 **1-888-887-9003 (TTY 711)** toll-free. Ask to speak to someone in Utilization Management. We will explain how UM works and what it means for your care.

## By the book

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 network 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.
- 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.



**Get it all.** You can read the Member Handbook online at **MyUHC.com/CommunityPlan**. Or call Member Services toll-free at **1-888-887-9003 (TTY 711)** to request a copy of the handbook.

# Respecting elders



## Know the warning signs of elder abuse.

World Elder Abuse Awareness Day takes place every year on June 15. An estimated 5 million seniors are abused or neglected. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be physical, emotional or sexual. It can involve exploitation, neglect or abandonment. It can happen at home or in long-term care facilities. Abusers can be loved ones or paid caregivers.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- bruises, sores or other injuries.
- withdrawal or depression.
- change in financial situation.
- bedsores, poor hygiene or unexplained weight loss.
- frequent arguments with caregivers or loved ones.



**Report it.** If you or someone you care for may be a victim of elder abuse, please ask for help. To report abuse for someone who lives at home, call your local Adult Protective Services office. To report abuse for someone who lives in a long-term care facility, call the local Long-term Care Ombudsman. You can find the numbers in your phone book or online.

# Under control

## Make your diabetic health a priority.

It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Which of these tests are you missing?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last two to three months. It tells you how well your treatment is working. Get this test three or four times per year.
- **CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. Your doctor can tell you the HDL and total cholesterol numbers you should aim for. Get this test once a year.
- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **DILATED EYE EXAM:** Uncontrolled diabetes can cause blindness. In this test, eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you'll ever notice them. Get this test once a year.



**We make it easy.** These tests are covered benefits. Need help making an appointment or getting to the doctor? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

## Fear factor

Anxiety and fear are normal feelings. They can help you avoid danger and perform tasks well. The feelings usually go away quickly. But sometimes these feelings get worse with time. They become stronger and affect your daily life.

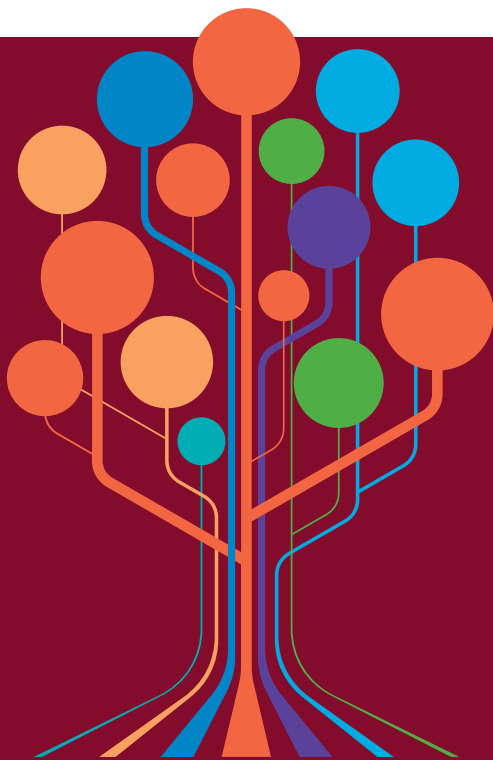
This is called anxiety disorder. It affects millions of people. Medicine and therapy can help. If you are having some of these symptoms, it may be time to get treatment:

- feelings of panic or terror about something that poses little danger
- racing heartbeat, trouble breathing or chest pain
- frequent upsetting thoughts
- repeating actions that make upsetting thoughts go away
- a hard time concentrating
- trouble sleeping or nightmares



**Fear not.** Call United Behavioral Health at **1-866-302-3996 (TTY 711)**. They will refer you to a participating mental health professional. If you get mental health care, tell your PCP about it. Ask to sign a release so your providers can share information about your care.





## Resource corner

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

**1-888-887-9003 (TTY 711)**

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

**1-877-839-5407 (TTY 711)**

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

**MyUHC.com/CommunityPlan**

**National Domestic Violence Hotline**

Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233**

**(TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**

# Take charge

Be a partner in your care.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. 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 three things that you need help with.
- 2. TELL YOUR PROVIDER 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 PROVIDER ABOUT OTHER PROVIDERS** you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.
- 4. If you are seeing a specialist, ASK HIM OR HER FOR A REPORT OF THE FINDINGS.** Get a copy of any test results. Give this information to your PCP the next time you go.
- 5. WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
- 6. BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.



**Check out checkups.** See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit **MyUHC.com/CommunityPlan**.

