



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## 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.



## Spring into action



### 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 and your Medicaid ProviderOne Services Card. Show your ID cards every time you go to a doctor, clinic or pharmacy. If you have questions about your cards, let us know.
2. Visit your primary care provider (PCP). Do not wait until you are sick. The name and phone number are on your member 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 or you can call us.



**Find Dr. Right.** If you need help finding a provider or pharmacy, call Member Services at **1-877-542-8997 (TTY 711)** or visit **MyUHC.com/CommunityPlan**.

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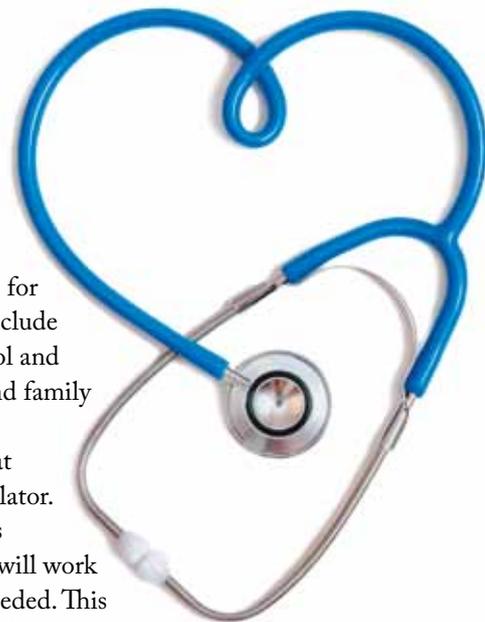
# Take risks to heart

## New cardiovascular guidelines

New heart disease prevention guidelines have been in the news recently. 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. It looks at everyone's overall risks individually. 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.



## 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.
- 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 **UHCommunityPlan.com**. Or call Member Services

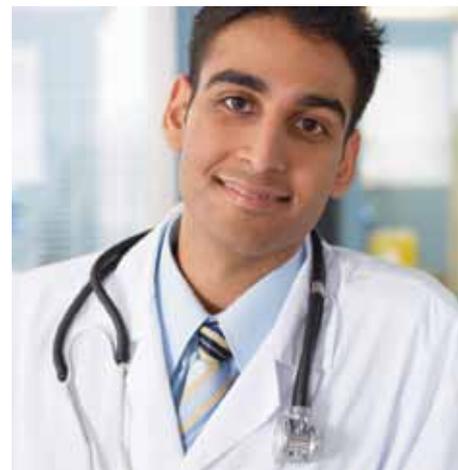
toll-free at **1-877-542-8997 (TTY 711)** to request a copy of the handbook.



**See your PCP.** Ask him or her about your heart disease risk factors. Learn more about the new guidelines at **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 providers to deny or limit medically necessary care.



**Questions?** Call Member Services at **1-877-542-8997 (TTY 711)** toll-free.



## 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 toll-free at **1-855-802-7089 (TTY 711)**. They will refer you to a participating mental health provider. If you get mental health care, tell your PCP about it. Ask to sign a release so your providers can share information.

## Know your options

### You can avoid the emergency room.

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.

#### WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses or injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

#### WHEN SHOULD YOU GO TO URGENT CARE?

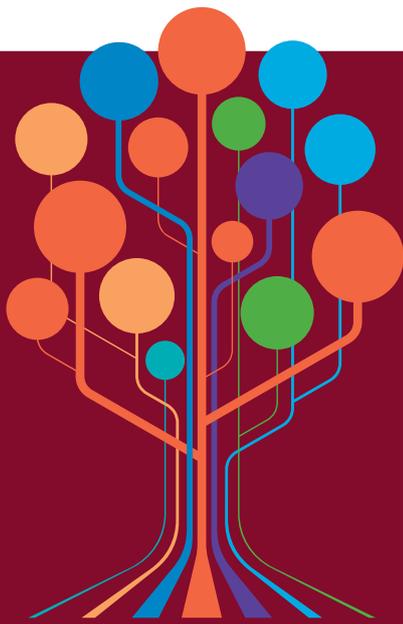
If you cannot get in to see your doctor, you have the option of going to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses or injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

#### 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 for a minor problem, you may have to wait a long time.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-543-3409 (TTY 711)**.



## Resource corner

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

**1-877-542-8997 (TTY 711)**

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

**1-877-543-3409 (TTY 711)**

**United Behavioral Health** Get help for mental health or substance abuse problems.

**1-855-802-7089 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support (toll-free).

**1-800-599-5985 (TTY 711)**

**Our websites** Use our provider directory.

**MyUHC.com/CommunityPlan**

Read your Member Handbook.

**UHCCommunityPlan.com**

**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)**



## PREGNANT?

Follow us on Twitter [@UHCPregnantCare](https://twitter.com/UHCPregnantCare). You can get useful tips, info on what to expect and important pregnancy reminders. We're here to make taking care of yourself, and your baby, a little easier. Visit [bit.ly/uhc-pregnancy](https://bit.ly/uhc-pregnancy).

## Ask Dr. Health E. Hound

**Q: How much physical activity do children need?**

**A:** The Let's Move campaign says children should get 60 minutes of active play every day. It doesn't all need to happen at one time.

The Let's Move campaign was started by First Lady Michelle Obama. It is her mission to reduce childhood obesity. Being active is one part of keeping a healthy weight. There are also other benefits to being active. Let's Move says children who are active:

- feel less stressed and better about themselves.
- are more ready to learn in school.
- build healthy bones, muscles and joints.
- sleep better at night.



**Learn more.** Visit [LetsMove.gov](https://LetsMove.gov)

for more tips on healthy eating and activity for the whole family.

