



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Provides tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on avoiding lead poisoning



Check it out. Find helpful information and fun activities. Visit sesamestreet.org/healthyhabits.



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United Health Group

UnitedHealthcare Community Plan
8220 San Pedro NE, Suite 300
Albuquerque, NM 87113



Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them?

Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at MyUHC.com/CommunityPlan to learn about your drug benefits. Or, call Member Services toll-free at **1-877-236-0826 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

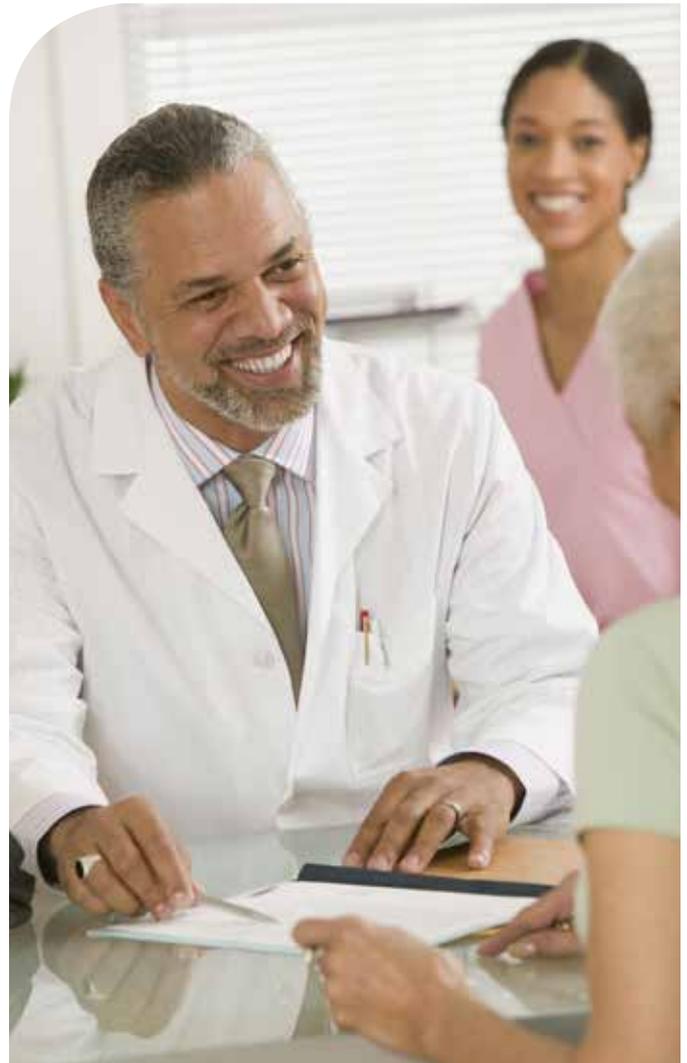
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at MyUHC.com/CommunityPlan. You may also call Member Services toll-free at **1-877-236-0826 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



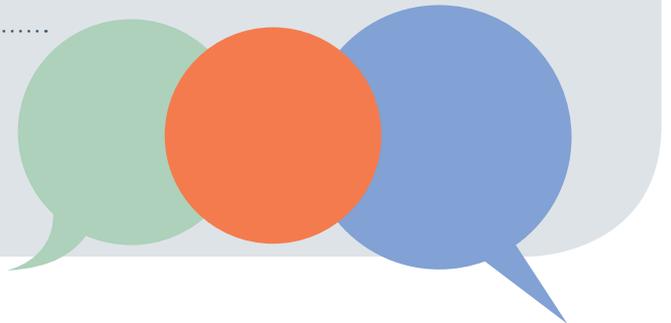
Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available from Member Services at **1-877-236-0826 (TTY 711)**. Call to ask us to mail or email you a copy of the form.



Know your options

How 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 and 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 could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and 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. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-488-7038 (TTY 711)**.





5 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected vaginal, oral or anal sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause ectopic pregnancy or other serious problems.

Giving consent

Having healthy and happy teen relationships

Teens may think talking about sexual consent is awkward. But it's very important. Both partners need to be able to talk about what they want and don't want. It is a key to a happy and healthy relationship.

Consent isn't the lack of a "no." It's the presence of a "yes." It's best to talk about it before you are in the heat of the moment. Make sure you understand how you each define things, such as "hooking up." Consent needs to be given every time. Don't assume that what was OK before is always OK. It's also OK to change your mind and say no to something you agreed to earlier.

Consent is listening to each other. It's respecting each other's boundaries. It's not consent if a person has been using drugs or alcohol. It's also not consent if one partner feels pressured to say yes, or afraid to say no.



Love and learn. Love is Respect is an organization that fights teen dating abuse. Visit LoveisRespect.org to learn more. If you need help, call them at **1-866-331-9474**. Or text **"loveis"** to **22522**.





Lighten up

Eating healthfully doesn't have to mean giving up the foods you love. There are ways to lighten up your favorite recipes. You can substitute ingredients for lower-calorie, heart-healthy treats.

1. Replace half the butter or shortening in baked goods with natural applesauce or fat-free plain yogurt.
2. Use low-fat or skim milk instead of whole or heavy cream.
3. Use half white and half whole-wheat flour when baking.
4. Use olive oil or coconut oil instead of butter, lard or shortening.
5. Use ground turkey or chicken instead of beef or pork.



Cook with heart. The American Heart Association has a Nutrition Center on its website. Find the latest in nutrition and health research along with recipes, tips and more at heart.org/nutrition.

Bright eyes

5 ways to prevent diabetic eye disease

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



How can we help? UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-877-236-0826 (TTY 711)** to find out if you can join.

Ask Dr. Health E. Hound

Q: How can I help my child feel better when he has a cold?

A: With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



Learn more. Is it a cold or the flu? Can the weather affect my child's asthma? Visit KidsHealth.org for answers to these and many other health-related questions.



Resource corner

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

1-877-236-0826 (TTY 711)

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

1-877-488-7038 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

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

MyUHC.com/CommunityPlan

National Dating Abuse Helpline Teens can ask questions and talk to a teen or adult (toll-free).

1-866-331-9474

(TTY 1-866-331-8453)

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)

The Trevor Hotline Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender and questioning youths, 24/7 (toll-free).

1-866-488-7386



Depression in seniors

It can and should be treated.

Often, people don't notice depression in seniors. They may mistake it for signs of other illnesses or dementia. They may assume it is a normal part of the aging process. They think it's normal to be sad due to the losses and stressors that may occur in the later years.

These factors can be a cause of depression in seniors. But there is no need to suffer from it. Seniors may be afraid to ask for help. They may think treatment costs too much. But no matter what is causing the depression, it can get better. Therapy, medication and other treatments work well. Sometimes a medical condition is causing the depression. Finding it and treating it can relieve the symptoms. Building a support network for a lonely senior can also help.

Symptoms of depression in seniors can be a little different than in younger people. They may include:

- memory problems or confusion
- low appetite or weight loss
- social withdrawal
- trouble sleeping
- seeing or hearing things
- believing things that are not real
- vague complaints of pain or illness



Get help. Could you or a senior you care about have depression? The first step is to talk to the primary care provider about it. Need to find a provider? Visit **MyUHC.com/CommunityPlan** or call **1-877-236-0826 (TTY 711)**.

