



# THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK

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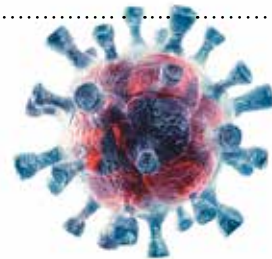


## Watch and learn

Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) for short introductions to your health plan. These videos explain how to get the most out of your benefits. They are great for both new and experienced members.



## Be flu free




### Get your flu vaccine soon.

Flu season is coming. The flu spreads easily. It can make you feel awful and cause you to miss several days of work or school. It can also be dangerous or even deadly.

The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Following these tips can also help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose, or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water, and get enough sleep.

 **Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP) office. You can also get one at any clinic or store that accepts your plan. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to find a location near you.

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# You can quit

## Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease and early death. Nearly 42 million people in the United States smoke. Are you one of them?

Quitting smoking is not easy. It's a physical and mental addiction. Medicine and support can help. Pick a date and make a plan. The Great American Smokeout is a good day to quit — even if it's only for one day. This year's date is Nov. 17.



**You can do it.** Talk to your primary care provider (PCP) about quitting. You can also call your local Quitline toll-free at **1-800-QUITNOW (1-800-784-8669)** for free help. Visit **cancer.org/smokeout** for more resources.

## Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

Last year one of our goals was to increase the number of eye exams, HbA1c, and kidney function tests that our diabetic members have. We found that more of our diabetic members had these tests done. This year our goal for our diabetic members is not just more tests, but better test results.

Another one of our goals was to increase the number of women who saw their doctor 3–8 weeks after having a baby. We found that more of our patients had these visits. This year we will focus on helping pregnant women start seeing their providers early and going throughout their pregnancy.

In the coming year, we want to increase the number of members who have dental checkups. Plus, we want to make sure more children have yearly checkups.

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2016 surveys showed overall improvement in how our members rated their health care. This year we will work on improving satisfaction. We will improve the materials and information that we provide. Our goal is for members to better understand their health plan benefits.



**Get it all.** Want to know more about our Quality Improvement program? Call Member Services or visit **myuhc.com/CommunityPlan**.

## Know the risks

Breast cancer is the second most common form of cancer among women. There are many risk factors for breast cancer. Most of them are out of your control, like family history. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for most women 40 and over to get a mammogram every two years. This breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught early.

Talk to your doctor about your breast cancer risk. Your doctor may suggest a different screening schedule for you. Some women should start screening earlier or get different tests. Others need mammograms less often.



**Know your benefits.** Do you have questions about your benefits for breast cancer detection and treatment? See your Member Handbook or call Member Services.





# Beyond the baby blues

## Could you have postpartum depression?

After your baby is born, your hormones go through big changes. This can make you feel very emotional. It's common to feel weepy, angry, worried, or anxious beginning two to three days after delivery. These are normal feelings.

If these feelings do not go away after a week or start to get worse, you could have postpartum depression. Other symptoms include trouble taking care of yourself or your baby, or being unable to do daily tasks. You may feel anxious or have panic attacks. You may think you can't cope with the challenges of motherhood. You may even be afraid you might hurt yourself or your baby.

If you think you may have postpartum depression, talk to your provider right away. It can get better with treatment. Try to take good care of yourself. Eat well and get as much rest as you can. Ask your partner, family, and friends for help with the household and the baby. Talk with someone you trust.



**Get screened.** Part of the postpartum visit is a screening for postpartum depression. See your provider four to six weeks after you give birth. If you had a C-section, also see your provider two weeks after delivery.

## Growing up

Teenagers can start learning to be health care consumers. Becoming involved with their own care can help teens build self-esteem and become more independent. Parents can teach their teens health care skills such as:

- making medical and dental appointments
- writing a list of questions to ask at appointments
- talking with the provider
- filling out forms
- understanding medications

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



**We can help.** UnitedHealthcare Community Plan can help your teen choose the right provider. Call Member Services, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).



## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language. Request copies of the Member Handbook or provider directory be mailed to you (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)**

**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)**

**Crisis and Access Line** You or a loved one experiencing an emotional crisis can find help 24 hours a day, seven days a week.  
**1-855-NMCRISIS (1-855-662-7474)**  
**NMCrisisLine.com**

**Peer to Peer Warmline** A phone number anyone can call to talk to someone who has “been through it.” This is non-crisis telephonic support.  
**1-855-4NM-7100 (1-855-466-7100)**

**Smoking Quitline** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW**  
**(1-800-784-8669) (TTY 711)**

**The Trevor Hotline** Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender, and questioning youths, 24/7 (toll-free).  
**1-866-488-7386 (TTY 711)**

**KidsHealth** Get reliable information on health topics about and for children and teens.  
**KidsHealth.org**

## Ask Dr. Health E. Hound

**Q: How much sleep does my child need?**

**A:** Sleep is very important for babies, children, and teens. When kids don’t get enough sleep, it can affect their health and their behavior. The amount of sleep kids need changes as they grow. While some kids need more or less sleep than others, general guidelines for each age are:

- **Birth–3 months:** 18 hours total, spread between day and night
- **3–12 months:** 14 hours total, with 8 to 9 hours at night and two or three daytime naps
- **1–3 years:** 12 to 14 hours total, including one or two naps
- **3–5 years:** 11 to 12 hours total, which may include a nap
- **5–13 years:** 10 to 11 hours per night
- **13–18 years:** 9 hours per night



## Virtual visits

As a member of UnitedHealthcare Centennial Care, you can now see a doctor from the comfort of your home. Just use the Doctor on Demand app on your smartphone or tablet.

- **It’s fast and easy.** You can connect with a doctor within 90 seconds.
- **It’s comprehensive.** Doctor on Demand treats 17 of the 20 most common medical issues. They include colds and flu, sinus, and allergies, skin and eye issues, and more.
- **It’s affordable.** It’s available at no cost to members of UnitedHealthcare Centennial Care in New Mexico.
- **It has great doctors.** They are board certified and state-licensed.
- **Prescriptions are available.** You can quickly get a prescription for certain needed medications.



**Be ready.** Download the app from the App Store or Google Play. Tap “sign up,” then enter your insurance information. Then the app will be ready to use whenever you need it. Learn more at **DoctoronDemand.com/UHCNewMexico**.