



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK

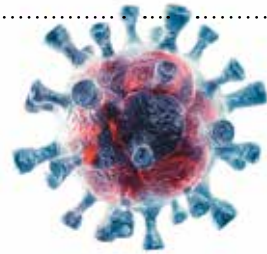


Watch and learn

Visit 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 or use the **Health4Me** app 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.





Is there abuse?

Here's how you can help

Elderly people and people with special needs are at risk for abuse. Abuse can be physical, emotional, sexual, or even financial. Sometimes it involves neglect. Do you know what to do if someone you care for may be abused?

- **If someone is in immediate danger:** Call **911** or local police for immediate help.
- **If someone is a state-operated and licensed facility, including residential schools:** Call the NYS Justice Center for the Protection of People with Special Needs toll-free at **1-855-373-2122 (TTY 1-855-373-2123)**. Calls are taken 24 hours a day.
- **If someone lives in a nursing home or in the community and is an adult:** Call your local county Department of Social Services Adult Protective Services office. Call **1-800-342-3009 (press 6)** to get the number for your area. Calls are taken 24 hours a day.



Learn more. Read about elder abuse at the U.S. Administration on Aging at aoa.acl.gov.

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 or use the **Health4Me** app.





Your dental home

Avoid using the emergency room for dental care.

Emergency room (ER) visits are never fun. People go to the ER for reasons such as chest pain, a broken bone, or an asthma attack. But did you know that the one of the most common reasons people wind up in the ER is for dental pain?

Often, people who visit an ER for a toothache are not seeing a dentist regularly. They wait until a tooth hurts before getting care. Emergency room doctors will usually just give you pain medicine or an antibiotic. This will only treat the immediate problem. Also, many patients do not follow up with a dental visit after the ER visit. This may cause the problems to continue.

ERs are an expensive way to get dental care. Plus, patients may not get lasting relief. There is often a long wait to be seen for a dental problem. Most emergency rooms are not staffed with dentists. ER physicians and staff are not trained to fully treat dental problems.

There is a way to break the cycle. You should find a primary dentist, sometimes called a dental home. Get dental checkups regularly. Any conditions you have can be treated in the dentist's office before they become an emergency.

Regular visits to a dentist are important for good oral health and overall health. Your dentist will help keep you free of tooth decay and gum disease. Your dentist can also:

- look for changes in oral health
- treat dental disease early before it becomes an emergency
- help you keep teeth and gums clean
- offer advice on good home care, and what to eat for healthy teeth and gums

Always call your dentist first if you get a toothache, need a filling or have pain or swelling in your mouth. Most dentists will see you right away if you call with an urgent problem. If you call your dentist, there is a good chance you will not have to visit the ER.



Need a dentist? If you do not have a dentist, call Member Services at the number on the back of your insurance ID card. They can help you find one near you who accepts your plan.



Resource corner

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

Medicaid/CHIP: 1-800-493-4647 (TTY 711)

Wellness4Me: 1-866-433-3413 (TTY 711)

Essential Plan: 1-866-265-1893 (TTY 711)

Twitter Pregnant Care Get useful tips, info on what to expect, and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.

myuhc.com/CommunityPlan

Health4Me

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

KidsHealth.org