



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

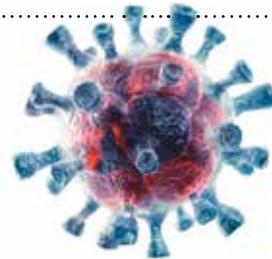


## Watch and learn

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) 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 **1-866-QUIT-4-LIFE (1-866-784-8454)** for free help. You'll get free nicotine substitutes or medications that are right for you. Visit [quitnow.net](http://quitnow.net) 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 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](http://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.



# Ask Dr. Health E. Hound

**Q: Why does my baby need so many shots?**

**A:** By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



## When to go

Take your baby for well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months

Then, take your child or teen to his or her PCP every year.



**See KidsHealth.** Learn more about the immunizations your child needs to stay healthy. Visit [UHCommunityPlan.com/WAkids](http://UHCommunityPlan.com/WAkids).

## Growing up

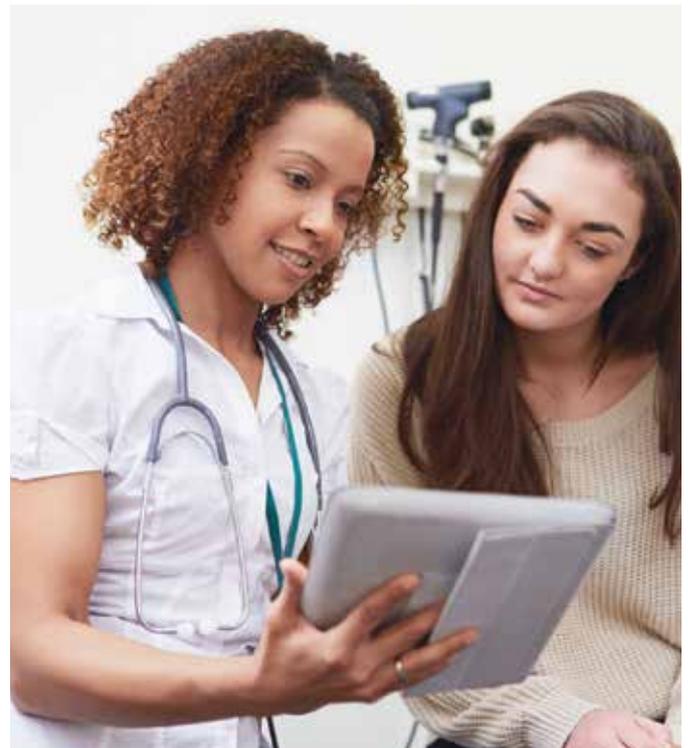
Teenagers can start learning to be health care consumers. Becoming involved with their own care can help teens build self-esteem and become more independent. Parents can teach their teens health care skills such as:

- 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](http://myuhc.com/CommunityPlan) or use the **Health4Me** app.





## 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)**

**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.

**UHCCommunityPlan.com/WAKids**

**Healthy First Steps** Get pregnancy and parenting support (toll-free). Join the Baby Blocks rewards program for pregnant women and new moms.

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

**UHCBabyBlocks.com**

**United Behavioral Health** Get help with issues such as depression or anxiety (toll-free).

**1-855-802-7089**

**Smoking Quitline** Get free help quitting smoking.

**1-866-QUIT-4-LIFE (1-866-784-8454)**

**March Vision** Search for a vision care center near you or call Member Services.

**MarchVisionCare.com**

# Holiday blues

## Dealing with depression during times of cheer

Coping with depression during the holidays can be hard. Everyone seems to be celebrating. But loss, loneliness, stress, money troubles, or other problems can feel overwhelming. It's important to address these feelings and take steps to feel better.

- 1. Reach out.** If you feel lonely, find community groups or events to join. Volunteering can also help lift your spirits.
- 2. Make a budget.** Decide how much you can afford before shopping. Don't feel bad about limiting your spending.
- 3. Plan ahead.** Set aside days for activities such as shopping, cooking, and traveling. Learn to say no.
- 4. Take a time-out.** Make some time for yourself. Enjoy reading, listening to music, or taking a walk.
- 5. Stay healthy.** Make sure to eat well, get plenty of sleep, and stay physically active.



**Need help?** Call **1-855-802-7089 (TTY 711)** or visit **LiveandWorkWell.com** and enter access code UHCWA to search for a provider.

## Is it time for you to renew?

Washington Apple Health family, children, pregnancy, and adult medical coverage is renewed yearly. Many people renew their benefits this time of year. Some renewals are automatic. You will be notified by mail.

Other members will need to renew. If you get mail from the Washington Health Benefits Exchange asking you to take action, call **1-855-WAFINDER (1-855-923-4633)** toll-free. TTY is **1-855-627-9604**. Or renew online at **wahealthplanfinder.org**.



**We're here to help.** We have a special team to help if you need support. Call **1-866-686-9323 (TTY 711)** if you need help renewing your coverage.