



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

 **UnitedHealthcare**<sup>®</sup>  
Community Plan

## 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.



## Help us help you

### Have you taken a Health Assessment?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-888-980-8728 (TTY 711)** toll-free and complete it over the phone.



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UnitedHealthcare Community Plan  
P.O. Box 2960  
Honolulu, HI 96802



# E ho‘oulu kākou

Let’s grow together.

Aloha! We would like to welcome all of our new members and thank all of you who are continuing in our health plan. We are truly in Hawai‘i, for Hawai‘i. This is about showing our commitment to serve and support you, our member. It also is about being there for you, through our Honolulu, Hilo or Maui (2016) offices, and our call center and clinical team located here in Hawai‘i. We work hard to be the best health plan in Hawai‘i and practice kina‘ole in everything we do. Mahalo for being a member of UnitedHealthcare Community Plan of Hawai‘i.



Dave Heywood  
Health Plan CEO

## Member orientation

New members: Be on the lookout for an invitation to attend our member orientation. We will also welcome you with a phone call and invite you to attend an orientation session. At our member orientation, you’ll learn more about the benefits available to you and how you can make the most of your health plan. You’ll also be able to get answers to any questions you may have. We look forward to seeing you there.

## Know your medication benefits

Do you know where you can get more information about your prescription medication benefits? Visit our website to learn about:

- 1. What medications are on our formulary.** This is a list of covered medications. You are encouraged to use generic medications when possible.
- 2. How to get your prescriptions filled.** There are thousands of network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain medications by mail.
- 3. Rules that may apply.** Some medications may only be covered in certain cases. For example, you might need to try a different medication first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a medication. (This is called prior authorization.) There may also be limits to the amount you can get of certain medications.



**Look it up.** Find information on your prescription benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

## Your privacy

We take your privacy seriously. We are very careful with your family’s 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 PHI and FI safe. We don’t want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

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



**It’s no secret.** You may read our privacy policy in your Member Handbook. It’s online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-888-980-8728 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

# By the numbers

## Could you have diabetes?



Diabetes is getting more and more common. The number of adults with diabetes has grown four-fold since 1980. If this trend continues, 1 in 3 adults will have diabetes by 2050. Consider these facts from the U.S. Centers for Disease Control and Prevention and the Hawai'i Journal of Medicine & Public Health.

- 1.7 million people find out they have diabetes each year.
- Nearly one in 10 Americans now has diabetes. That's more than 29 million people.
- More than 8 million people with diabetes don't know they have it.
- More than 1 in 3 adults — or 86 million people — have prediabetes.
- Diabetes is the 5th leading cause of death in Hawai'i.
- Diabetes affects 8.3 percent of Hawai'i's adult population (according to statistics in 2010)
- Among the five largest ethnic groups in Hawai'i, diabetes disproportionately impacts Native Hawaiians and Filipinos most, followed by Japanese, Chinese and Caucasian ethnic groups.

Many people with diabetes have no symptoms or risk factors. Untreated diabetes can cause serious problems. It can lead to heart disease or vision loss. That's why testing is important for everyone. Ask your provider if you should be tested at your next visit. Ask how you can prevent diabetes.



**We can help.** Our disease management program helps people with diabetes. We will send you information on how you can better manage your condition and provide you with tools to work with your provider. You can also get telephone help from a nurse. Call Member Services toll-free at **1-888-980-8728 (TTY 711)** to learn more.

## Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

### Symptoms

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- numbness or weakness of face, arm, or leg
- confusion, trouble speaking or understanding
- vision changes in one or both eyes
- trouble walking or staying balanced
- severe headache
- drowsiness
- nausea or vomiting

### Signs

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, they may not be able to:

- smile
- raise both arms
- coherently speak a simple sentence



**Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

# Get it right

## Where to go for the right care, at the right time

### Your first option: Your PCP

For most illnesses and injuries, your primary care physician's (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 pharmacy. You can even call at night or on weekends.

**Examples:** Throat, ear, respiratory or eye infections. Colds and flu. Skin problems. Mild asthma symptoms. Stomach viruses.

### Your next option: 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.

**Examples:** Same as PCP, plus sprains or minor broken bones. Cuts requiring stitches. Moderate asthma or diabetes symptoms needing quick treatment.



### For true emergencies: Call 911 or 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.

**Examples:** Signs of stroke or heart attack. Uncontrolled bleeding. Serious pregnancy complications. Major asthma or diabetes symptoms.



**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 toll-free at **1-888-980-8728 (TTY 711)**.



## Your baby's best shot

Having a baby or toddler means you have a lot going on. UnitedHealthcare Community Plan is here to help! Taking kids to the primary care provider (PCP), even when they are not sick, is important.

It can help prevent health problems as they grow. This includes important things like immunizations (also called shots).

Call your child's PCP to find out which shots your child has received. If your child is missing some doses, schedule a visit with the PCP. It's important to complete all vaccinations before your child turns 2. You may want to bring your child's favorite toy, blanket or stuffed animal to these visits.

These shots are recommended before your child turns 2:\*

- 3 doses of HepB (Hepatitis B)
- 4 doses of DTaP (diphtheria, tetanus and pertussis)
- 3 doses of Hib (HInfluenza, type B)
- 3 doses of IPV (polio)
- 1 dose of MMR (measles, mumps, and rubella)
- 1 dose Varicella (chicken pox)



**Ask the PCP.** Talk to your PCP about the immunization schedule that is best for your child. Keep a copy of your child's immunization record and show it to any new providers he or she sees.

\* American Academy of Pediatrics immunization schedule



# Behavioral health

## Wholeness of mind, body, spirit and emotions

By Robbyn Takeuchi, Optum Behavioral Health Director

We wish people a “speedy recovery” when they are ill, as if good health and wellness is a destination to arrive at. Recovery in behavioral health is a journey that is unique to each person. It is to achieve wholeness of mind, body, spirit and emotions. We believe true wellness can only be achieved when the whole body is nurtured and healthy.

The Substance Abuse and Mental Health Services Administration (SAMHSA) lists four main areas that support a life in recovery:

- **Health:** overcoming or managing illness or symptoms
- **Home:** having a stable and safe place to live
- **Purpose:** finding meaningful daily activities
- **Community:** creating relationships that provide support, friendship, love and hope.

In order for someone with substance abuse or mental health issues to improve in these four areas, we believe that recovery:

- emerges from hope
- is person-driven
- can take many paths
- is supported by peers and allies
- is supported though relationships and social networks
- is culturally-based and influenced
- is based on respect

Our Behavioral Health department provides a range of services that can help. We offer field-based care coordination, access to behavioral health treatment, and provider and community education.

Our purpose is to support members through their recovery. We help identify their goals and strengths. We help problem-solve and find options. We honor the personal journey. We give hope. Living with the symptoms of medical and behavioral health issues can be tough. Seeking medical and social services can be stressful. We believe in the potential of each person and the power that recovery has to change lives.

## 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.

One of the past year’s goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members’ needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members’ doctors talked to them
- how informed members’ doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-888-980-8728 (TTY 711)**.



# Community Events



UnitedHealthcare supported the 2nd IRONKIDS Keiki Dip-n-Dash in Kona, aimed at inspiring and motivating young people to lead active lifestyles. The health plan provided 100 free admissions and a \$3,000 donation to Kama'aina Kids, a local nonprofit organization dedicated to serving children and their families.



Staff donated more than \$1,500 worth of school supplies in an effort to fill a school bus with much needed school supplies for Hawai'i's keiki in need in the YMCA's 'Stuff Da Bus' project.



UnitedHealthcare Community Plan sponsors monthly Keiki Birthday Pa'ina's out in the community. Pictured are our staff at St. George's Parish in Waimanalo, ready to start the party.



We partnered with the City and County of Honolulu and Kama'aina Kids Summer programs to teach keiki about simple nutrition, science, communication, and team building in a five week long project. The team germinated, cultivated, and grew lima beans with more than 500 children.



Staff from the islands of Maui, Oahu, Kauai, and the Big Island teamed together to walk and raise funds for the Alzheimer's Association Memory walk on all islands. Pictured here is the Maui staff ready to walk the three miles in support of research and to raise funds for awareness of the deadly disease that affects many of our kupunas.



It was UnitedHealthcare Day at Aloun Farms 15th Annual Pumpkin Festival! Staff enjoyed interacting with thousands of visitors for a full weekend of fun games, physical activity, and yes, pumpkins!



UnitedHealthcare held many Community Appreciation events this fall. One of them was "Free Mahalo Movie Days." The health plan sponsored free admission for movie-goers to attend private screenings of popular family movies. They even offered a free popcorn and drink combo to the first people who registered.



UnitedHealthcare Community Plan was one of the proud sponsors of the 2nd Annual Wai'anae Eat Local Challenge at the Makeke Farmers Market. The plan donated the grand prize for the challenge, a GoPro Silver 4 Bundle!

# Baby on the way?

Start prenatal care right away.

Seeing a lot of your OB/GYN or nurse-midwife is a good thing when you're pregnant. See your women's health provider as soon as you find out that you're pregnant. Here's what to expect at your appointments as your pregnancy progresses:

## First trimester (1–3 months)

After your first OB/GYN or nurse-midwife's appointment, you'll have appointments every month. Expect to:

- Get a complete physical exam.
- Talk through your medical history.
- Estimate your baby's due date.
- Learn about eating right, exercise and the vitamins you should take.

## Second trimester (4–6 months)

Visit your OB/GYN or nurse-midwife once a month or as needed to:

- Check your blood pressure and weight.
- Have routine blood and urine tests for sugar and iron levels.
- Listen to your baby's heartbeat.
- Have an ultrasound to see your baby's growth.

## Third trimester (7–9 months)

Visit your OB/GYN or nurse-midwife every 2–3 weeks or as needed until 36 weeks, and then weekly until the baby is born to:

- Monitor your baby's heartbeat and movements.
- Maybe get a pelvic exam to check the baby's position.
- Learn what to do when labor starts.
- Decide whether to breast-feed or bottle-feed.

- Find out about your family planning choices once your baby is born.
- Choose a primary care provider (PCP) for your newborn.



## At any time during your pregnancy

Call your OB/GYN or nurse-midwife right away if you:

- are bleeding or leaking fluid from the vagina
- have severe swelling in the face, hands, or fingers
- have very bad headaches that won't go away
- have discomfort, pain or cramping in the lower belly
- have a fever or chills
- have continual vomiting or nausea
- have pain when you empty your bladder



**Remember!** You will need a checkup three weeks after your baby is born, or up to eight weeks after at the latest. If you need help finding an OB/GYN, please call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

## Hāpai Mālama

Whether you're expecting your first baby or your third, Hāpai Mālama can help. Get personal support to stay healthy before, during and after pregnancy. Hāpai Mālama staff members can help you:

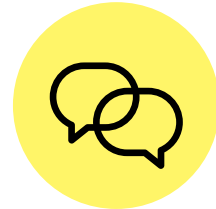
- choose a doctor or nurse-midwife
- schedule visits and exams
- arrange rides to doctor's visits
- connect with community resources such as Women, Infants, and Children (WIC)
- get care after your baby is born
- choose a pediatrician (child's doctor)
- get family planning information



**Expecting?** For a happy and healthy pregnancy, enroll today. Call us toll free at **1-888-980-8728 (TTY 711)**, Monday-Friday, from 7:45 a.m.-4:30 p.m. Hāpai Mālama is already part of your benefits, so there's no extra cost to you.



# We speak your language



This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer **large print**, braille, sign language and audio. Call us toll-free at **1-888-980-8728. (TTY 711)**.

Daytoy a dokumento ket aglaon ti napateg nga inpormasyon manipud ti UnitedHealthcare Community Plan. Daytoy a dokumento ket addaan kopya ti Ilocano, Vietnamese, Chinese (Traditional) ken Korean, ket mabalinmo ti dumawat ti kopya daytoy. No masapul mo daytoy ti sabali pay a pagsasao, mabalin mo a dawaten nga ibasa da kenka ti uray anya a pagsasao. Awan ti mabayadan. Maipaay mi pay ti **dadakkel a printa** ti braille, sign language ken audio. Umawag ka kadakami toll-free iti numero a **1-888-980-8728. (TTY 711)**

Tài liệu này có thông tin quan trọng từ UnitedHealthcare Community Plan. Quý vị chỉ có thể yêu cầu chúng tôi cung cấp tài liệu trên văn bản này bằng tiếng Ilocano, tiếng Việt, tiếng Trung Hoa (Phồn thể) và tiếng Đại Hàn. Nếu cần bản này bằng ngôn ngữ khác, quý vị có thể yêu cầu một người đọc bản này cho quý vị bằng bất cứ ngôn ngữ nào. Điều này là miễn phí. Chúng tôi cũng có dạng **chữ in lớn**, chữ braille, ngôn ngữ ra dấu và băng thâu. Xin gọi cho chúng tôi theo số miễn phí **1-888-980-8728. (TTY 711)**.

本文件包含來自 UnitedHealthcare Community Plan 的重要資訊。您僅可要求我們為您提供本書面文件的伊洛果文版本、越南文版本、中文（繁體）版本和韓文版本。如果您需要本文件的其他語言版本，您可要求我們使用任何語言將本文件朗讀給您聽。此為免費服務。我們亦提供**大字版**、盲文版、手語及語音版。請致電免費電話 **1-888-980-8728** 與我們聯絡。（聽障專線 [TTY] 711）。

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## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free). **1-888-980-8728 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free). **1-888-980-8728 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook, whenever you want. **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)**

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