



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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.



Community Rewards

Start earning rewards for healthy activities.

Make healthy activities extra rewarding. Join UnitedHealthcare Community Rewards™. This fun new program lets you earn points for three kinds of healthy activities:

- | | | |
|--|---|--|
| <p>1. Daily health</p> <ul style="list-style-type: none"> ■ brushing teeth ■ exercising ■ eating healthy meals | <p>2. Knowing my plan</p> <ul style="list-style-type: none"> ■ taking a Health Risk Assessment (HRA) ■ confirming your primary care provider (PCP) | <p>3. Health care visits</p> <ul style="list-style-type: none"> ■ doctor visits ■ getting shots ■ going to the dentist |
|--|---|--|

Points can be redeemed for thousands of rewards. You can earn movie tickets, cameras, gift cards and more.



Join today. All the UnitedHealthcare Community Plan members in your household can join. Get 500 points when you sign up today. Visit UHCCCommunityRewards.com/KS.

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Overland Park, KS 66210



The winter blues

Self-care for seasonal affective disorder

Seasonal affective disorder (SAD) is a form of depression. People with SAD have symptoms of depression mostly during winter. These include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Yoga, meditation and massage therapy may also be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows when you can.
- **Brighten your environment.** Trim trees and shrubs that may be blocking the sun from your windows. Paint your walls a bright color.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



Are you SAD? If your symptoms don't improve, talk to your provider. You may benefit from therapy or antidepressants. For information on using your

behavioral health care benefits, call **1-877-542-9238 (TTY 711)**, toll-free.

Know your drug benefits

Do you know where you can get more information about your prescription drug benefits? 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 thousands of 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 it up. Find information on your drug benefits at myuhc.com/CommunityPlan or on the Health4Me app. Or, call Member Services toll-free at **1-877-542-9238 (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. You may also call Member Services toll-free at **1-877-542-9238 (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.

- 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.

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 reminders about tests you need. You can get telephone help from a nurse.

Call Member Services toll-free at **1-877-542-9238 (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.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-9238 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-855-575-0136 (TTY 711)

Our website and app Use our provider directory or read your Member Handbook, wherever you are, whenever you want.
myuhc.com/CommunityPlanHealth4Me

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233
(TTY 1-800-787-3224)

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



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
1-855-575-0136 (TTY 711).