



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.



What's bugging you?



How to treat lice

Millions of children get lice. Lice are tiny bugs that live among human hair. They spread and reproduce easily. Your child can get lice by coming into contact with someone who has it. Sharing belongings, such as hats, can also spread lice.

Special shampoos and topical medications can kill lice. You can also remove lice and their eggs (nits) by combing your child's wet hair with a very fine-tooth comb from root to end. Rinse the comb off after each section. Repeat this process every three to four days for at least two weeks.

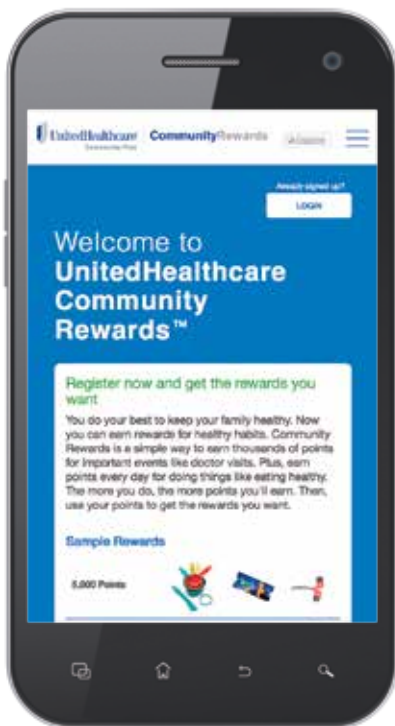
Lice can live on your child's belongings for two to three days. Wash what you can in hot water. Items you are not able to wash should be sealed in a plastic bag for at least 72 hours.



Learn more. Get more information on lice and other children's health topics at KidsHealth.org.

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United Health Group

UnitedHealthcare Community Plan
10895 Grandview, Ste. 200
Overland Park, KS 66210



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:

1. Daily health

- brushing teeth
- exercising
- eating healthy meals


2. Knowing my plan

- taking a Health Risk Assessment (HRA)
- confirming your primary care provider (PCP)

3. Health care visits

- 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 UHCommunityRewards.com/KS.

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.

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 drugstore. 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 at **1-855-575-0136 (TTY 711)**.

Enjoy finding these 10 words related to winter fun!

FIREPLACE
BAKING
SNOW
BOARD GAMES
ICE
SKATING
SLEDDING
MITTENS
READING
HOT COCOA

S J G P L S R K F B E M
A B A K I N G C I O G I
Q C S J U O N O R A G T
K V H G E W I C E R S T
W I S I J D C B P D L E
B T D D L U F A L G T N
H W R O A E S U A A B S
S K A T I N G M C M N T
F I C S D K G F E E D I
G H O T C O C O A S S E
R S A G R E A D I N G N
S L E D D I N G R I M L



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)

Baby Blocks Join a rewards program for pregnant women and new moms.

UHCBabyBlocks.com

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

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.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

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.



Get it all. See the recommended immunization schedule for every member of your family at **cdc.gov/vaccines**.

The HPV vaccine

It's for all preteens.

Human papillomavirus (HPV) is the most common sexually transmitted infection. Most of the time, it causes no problems and goes away. But sometimes, it can cause cancer.

There is a vaccine for HPV. The vaccine works best when given before boys or girls become sexually active. Preteens should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of three shots. Ask about it at your preteen's next checkup.



Find Dr. Right. Need to find a new primary care provider (PCP) for your child? Use the provider directory at **myuhc.com/CommunityPlan**. Or call Member Services toll free at **1-877-542-9238 (TTY 711)**.