

THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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.

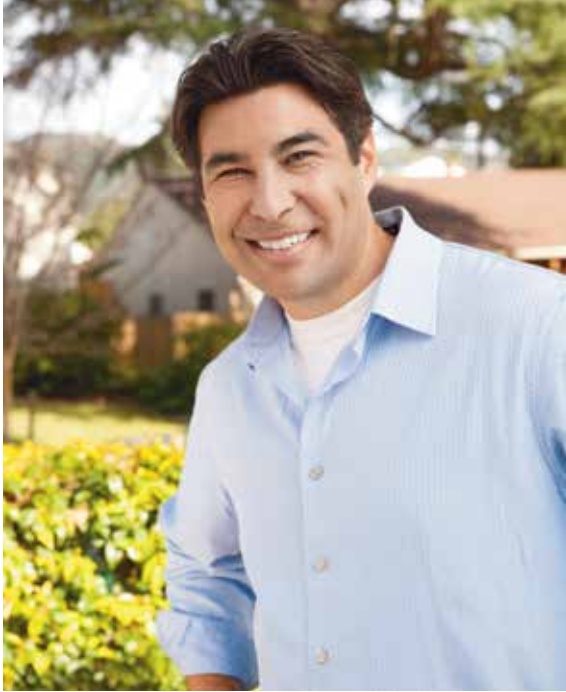
We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-877-403-7876 (TTY 711)**, Monday–Friday, 7 a.m.–7 p.m. and complete it over the phone. You can also ask that a paper copy be mailed to you.



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 Salt Lake City, UT 84131-0341

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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 **1-866-675-1607 (TTY 711)**, Monday–Friday, 7 a.m.–7 p.m. to learn more.

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 **1-866-675-1607 (TTY 711)**, Monday–Friday, 7 a.m.–7 p.m.

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 **1-866-675-1607 (TTY 711)**, Monday–Friday, 7 a.m.–7 p.m. 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

Your primary care physician (PCP) is where you go for your well visits. For most illnesses and injuries, your 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 drug-store. 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 **1-877-440-9409 (TTY 711)**.



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 answers. What's an asthma flare-up? Is it a cold or the flu? Visit **UHCCommunityPlan.com/LAKids** for answers to these and many other health-related questions.

Note: All information is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.
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Resource corner

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

1-866-675-1607 (TTY 711)

Monday–Friday, 7 a.m.–7 p.m.

Mental Illness and Addiction Crisis

Line Get 24/7 help for behavioral health problems (toll-free).

1-866-675-1607 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-440-9409 (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.

UHCCommunityPlan.com/LAkids



food for thought

EATING WELL ON A BUDGET™

Save for later!

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create Food for Thought. This program gives families information on healthy eating on a budget.

Leftovers can be made into delicious and healthy meals. At home, save time and money by making more servings than you need, then saving the rest. Follow these food safety tips:

- **Refrigerate or freeze leftovers quickly.** If you plan to eat leftovers within a day or so, refrigerate them. If you plan to eat them later than that, freeze leftovers in reusable containers.
- **Thaw foods safely.** Leaving foods to thaw on the counter can make them unsafe to eat. Thaw foods safely in the refrigerator, in cold water, or in the microwave.
- **Divide portion sizes.** Separate leftovers into single serving sizes for easy preparation.
- **Mark and date.** To keep track of when you put the foods in the freezer or refrigerator, mark the container with the date and what's inside.



Have fun. Visit **sesamestreet.org/food** for

more Food for Thought information. The website has videos, a children's storybook, a caregiver guide and healthy recipes.



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Partners in Healthy Habits for Life