



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)** and complete it over the phone. You can also ask that a paper copy be mailed to you.



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UnitedHealthcare Community Plan
475 Kivert Street
Warwick, RI 02886



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 **1-800-435-7486 (TTY 1-800-486-7914)**, toll-free.

Know your drug and OTC medication 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. The law requires that Medicaid members use generic drugs first. Brand name drugs are available for specific classes where there are no generics. Generic and brand name drugs have the same ingredients. The supply is limited to 30 calendar days. Over-the-counter drugs (OTC) are also covered with a written prescription from your doctor.
- 2. How to get your prescriptions filled.** When your doctor gives you a prescription, you can fill it at any in-network Rhode Island pharmacy. Just show your UnitedHealthcare Community Plan member ID card. You can find a list of the pharmacies where you can fill a prescription on our website.
- 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 UHCCommunityPlan.com. Or, call Member Services toll-free at **1-800-587-5187 (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 or UHCCommunityPlan.com. You may also call Member Services toll-free at **1-800-587-5187 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Keep safe and healthy this winter

The best part of winter is, of course, the snow days from school! Here are a few tips to keep your kids active and healthy during the winter months:

1. Wear proper gear when playing any winter sport.
2. Stay hydrated and drink plenty of water.
3. Wear warm clothing.
4. Do not forget to use sunscreen!

In addition, one of the easiest ways to stay healthy all year round is to wash your hands. You can avoid getting a cold or the flu!



Stay safe. For more information on staying safe this winter, visit kidshealth.org.

A friendly reminder

Is your information up to date? All Rlite Care and Rhody Health Partners ACA Adult Expansion members need make sure demographic, income, and family size information is up-to-date with your HealthSource RI (HSRI) account.

Call or visit HealthSource RI to update your information at **1-855-840-4774** or at healthsourceri.com. Be sure to call us to make sure we have your up-to-date information, too. Call Member Services to update your information at **1-800-587-5187 (TTY 711)**.



Healthy eating

It starts with you.

Encouraging your kids to eat healthy foods starts with you. You play an important role in making healthy choices for children and teaching them to make healthy choices. According to Let's Move!, small changes in these five areas can make a huge difference:

1. **Fruits and vegetables:** Kids should eat five servings of fruits and vegetables a day.
2. **Reduce fat and sugar:** Bake or grill instead of frying. Drink less soda or sugar-sweetened drinks.
3. **Snacks:** Leave a bowl of fruit or carrot sticks on the kitchen table.
4. **Portion size:** Use smaller plates for kids.
5. **Eat together:** Eating together is a chance to model good behavior.



Learn more. For more information and tips on keeping you and your family healthy, visit letsmove.gov.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-587-5187 (TTY 711)

Our websites Use our provider directory or read your Member Handbook whenever you want.

Portal: myuhc.com/CommunityPlan
Website: UHCCommunityPlan.com

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)

LogistiCare Get help with transportation to and from dental, medical and behavioral health appointments.

1-855-330-9131 (TTY 1-866-288-3133)

Optum Behavioral Health Learn about and access your behavioral health benefits (toll-free).

1-800-435-7486 (TTY 1-800-486-7914)
LiveandWorkWell.com

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-877-813-3417 (TTY 711)
UHCBabyBlocks.com



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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 provider'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.



Get information. For more information on your plan benefits, to change your PCP, or to request interpreter services, call Member Services toll-free at **1-800-587-5187 (TTY 711)**.