



# 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.



## Don't forget

### Is it time for you to renew?

Washington Apple Health family, children, pregnancy and adult medical coverage is renewed yearly. Many people renew their benefits this time of year. Some renewals are automatic. You will be notified by mail.

Other members will need to renew. If you get mail from the Washington Health Benefits Exchange asking you to take action, call **1-855-WAFINDER (1-855-923-4633)** toll-free. TTY is **1-855-627-9604**. Or renew online at **wahealthplanfinder.org**.

 **We're here to help.** We have a special team to help if you need support. Call **1-866-686-9323**

**(TTY 711)** if you need help renewing your coverage.



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# 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 **1-855-802-7089 (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.
- 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](https://myuhc.com/CommunityPlan) or on the Health4Me app. Or, call Member Services toll-free at **1-877-542-8997 (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](https://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-877-542-8997 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later. Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **Checkups for children and adults**
- **Standard immunizations**
- **Well-woman care.** This includes a yearly woman's health visit. Screenings include pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **Screenings.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.



**Need a PCP?** Use the online provider directory at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the Health4Me app. Or, call Member Services toll-free at **1-877-542-8997 (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.



**Want more information?** Visit [UHCommunityPlan.com/WAkids](http://UHCommunityPlan.com/WAkids) for more information on childhood immunizations. You can also find answers to other health-related questions, like: Is it a cold or the flu? Can the weather affect my child's asthma?



## Resource corner

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

**1-877-542-8997 (TTY 711)**

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

**1-877-543-3409 (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**

**United Behavioral Health** Get help with issues such as depression or anxiety (toll-free).

**1-855-802-7089 (TTY 711)**

**March Vision** Search for a vision care center near you.

**MarchVisionCare.com**

Or call Member Services at

**1-877-542-8997**

**Smoking Quitline** Get free help quitting smoking.

**1-800-QUIT-NOW (1-800-784-8669)**

**KidsHealth** Get reliable information on health topics about and for children and teens.

**UHCommunityPlan.com/WAKids**



## 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 at **1-877-543-3409 (TTY 711)**.