



THE KEY TO A GOOD LIFE IS A GREAT PLAN  
**HealthTALK**



**Generics save money**



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-888-980-8728, TTY 711**.

**Fight the flu**

**Time for your annual vaccine**

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

**Your best shot.** There is no cost for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to find a location near you.



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# Top quality

## Our quality improvement results

We have a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year one of our goals was to improve care for diabetics. We wanted to increase the number of eye exams, HbA1c blood tests, and tests for how well kidneys function. We found more members did have these important tests done. This year we also want better results from these tests, such as keeping HbA1c levels below 8 percent.

Another goal we had last year was to improve care to women who had babies. We wanted them to see their doctor within 3–8 weeks after having the baby. We found more women were having these important visits. This year we want pregnant women to see their OB/GYN doctors within the first six weeks of pregnancy or joining our health plan, to have regular visits for the whole pregnancy, and to continue seeing their doctor within 3–8 weeks after having the baby.

In the coming year we also want to increase the number of:

- Babies and toddlers who have six checkups before they reach 15 months old
- Children and teens who have yearly checkups with their doctor
- Children who receive their scheduled vaccines before their 2nd birthday
- Members who follow up with their mental health care providers after a hospital visit

We also do member surveys each year. We want to see how well we are meeting member needs. Our CAHPS surveys showed overall improvement in how members rated their health care. This year we will work on improving satisfaction by improving our members' access to getting care they need. Our goal is for members to have better access to see specialists. This year we will also work on improving satisfaction by improving information we give our members. Our goal is for members to understand how to use their health care benefits.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-980-8728, TTY 711.**



## Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



### Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan.**

Or call us toll-free at **1-888-980-8728, TTY 711.**

# Quitting time

## Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? This is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



**You can do it.** The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit [QuitNow.net](http://QuitNow.net) or call **1-800-227-2345, TTY 711.**

# Say no to CO

## Stay safe this winter.

Carbon monoxide (CO) is a colorless, odorless gas that is produced from burning fuel.

Because you cannot see or smell CO, the first sign it is in

your home is often when you start to feel sick. The first symptoms include headache, fatigue, or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.



If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call 911 from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- Leave a car running in a garage or other enclosed space, even with the door open
- Run a generator inside your home, garage, or crawl space
- Burn charcoal inside
- Use a gas range, oven, or dryer for heating your home

## Your breast bet

Breast cancer one of the most common cancers in women. Thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.





# Respecting elders

Know the warning signs of elder abuse.

An estimated 5 million seniors are abused or neglected each year. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be verbal, physical, emotional, financial, or sexual. It can involve exploitation, neglect, or abandonment. It can happen at home or in hospitals or long-term care facilities. Abusers can be anyone.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- Bruises, sores, or other injuries
- Withdrawal or depression
- Change in financial situation
- Bedsores, poor hygiene, or unexplained weight loss
- Frequent arguments with caregivers or loved ones

## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).  
**1-888-980-8728, TTY 711**

**Our website** Find a provider, read your Member Handbook, or see your ID card.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**NurseLine<sup>SM</sup>** Get 24/7 health advice from a nurse (toll-free).  
**1-888-980-8728, TTY 711**

**National Domestic Violence Hotline** Get 24/7 support, resources, and advice (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**[thehotline.org](http://thehotline.org)**

**Hapai Malama Program** Get help with scheduling appointments, arrange rides to doctor's visits, connect with community resources, and more (toll-free).  
**1-888-980-8728, TTY 711**

**loveisrespect** Teens can ask questions about dating violence and talk to a teen or adult (toll-free).  
**1-866-331-9474, TTY 1-866-331-8453**  
**[loveisrespect.org](http://loveisrespect.org)**

