



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. Or call Member Services toll-free at **1-800-464-9484, 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. The flu can affect people differently. 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 to you 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 or use the **Health4Me™** app to find a location near you.



Top quality

Our quality improvement results

UnitedHealthcare Community Plan has 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 increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. This year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.



Get it all. Want more information on our quality program? Call Member Services toll-free at **1-800-464-9484, 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 use the **Health4Me™** app. Or call us toll-free at **1-800-464-9484, TTY 711.**

Ask Dr. Health E. Hound®

Q: How much screen time is too much?

A: Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets, and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time. For children over the age of 2, the AAP says no more than two hours of screen time per day.

There are some positives to screen time. The internet, social media, and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life.

But studies say using too much technology can lead to attention problems, and sleep and eating disorders. It can also contribute to being overweight. There are several ways you can limit your child's screen time:

- Set up rules.
- Create time limits.
- Limit what your child sees.
- Keep televisions, tablets, and computers out of your child's room.
- Set an example by staying active with physical and outdoor activities.



Quitting time

Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? That 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 or call **1-800-227-2345**, **TTY 711**.



Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call Member Services toll-free at **1-800-464-9484**, **TTY 711**.



Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).
1-800-464-9484, TTY 711

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me™

NurseLineSM Get 24/7 health advice from a nurse (toll-free).
1-800-464-9484, TTY 711

MyHealthLine™ If you qualify, you can get a smartphone and a monthly service plan at no cost.
UHCmyHealthLine.com

Text4baby Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps® Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby Blocks™ Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth® Get reliable information on health topics for and about kids.
UHC.com/IAkids

In the know

6 facts about your drug benefits

- 1. Preferred drug list:** UnitedHealthcare Community Plan uses the state's Preferred Drug List (PDL). The PDL is a list of drugs covered under your plan. This list is updated regularly. Some prescriptions require prior authorization. Your doctor will request it if needed.
- 2. Network pharmacies:** Prescriptions must be ordered by a network provider and supplied by a network pharmacy. To fill or refill your prescription, go to a network pharmacy. Show the pharmacist your member ID card.
- 3. Generic drugs:** Generic drugs have the same ingredients as brand name drugs. They often cost less, but they work the same. Some brand name drugs may not be covered or require prior authorization.
- 4. Quantity:** You can get up to a 31-day supply of each prescription. You can get a 90-day supply of contraceptives.
- 5. Over-the-counter (OTC) medicines:** Many over-the-counter medications are covered. They must be on the state's approved list. A provider must write a prescription for them. Just take your prescription and member ID card into any network pharmacy to get them.
- 6. Pharmacy home:** Some members will be assigned a pharmacy home. This helps us better coordinate your care. Members with a pharmacy home must fill prescriptions at a single location for up to two years. Members of this program will be sent a letter with the name of the pharmacy they are required to use. If you get this letter, you have 30 days from the date of the letter to request a change of pharmacy. You may also appeal this decision.



Learn more. You can find a list of network pharmacies, the PDL, a list of covered OTC drugs, and other information about your drug benefits at **myuhc.com/CommunityPlan**. Or you can call Member Services at **1-800-464-9484, TTY 711**.

Help us help you

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.



It's easy. It only takes a few minutes. Just visit the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-800-464-9484, TTY 711**, and complete it over the phone. You can also ask that a paper copy be mailed to you.