



# THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Join us

We host regular events for our members. Check out our website to see a list of upcoming events in your area. Visit [UHCommunityPlan.com/wi/wi-healthplan](http://UHCommunityPlan.com/wi/wi-healthplan).

## Save money

### Use generic drugs when possible.

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

**1-800-504-9660, TTY 711.**



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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.

Our goals in 2016 were:


1. Improve care for our members with diabetes
2. Improve care for women who had babies

We wanted more members to have their diabetic eye exams, HbA1c blood tests, and kidney function tests. We found many members were not getting the tests they need to improve their health.

Another goal we had in 2016 was to improve care for women who had babies. We wanted them to see their doctor within 3–8 weeks after having the baby. Through our efforts, more women are going to these important visits. Our goals for 2017 are:

1. Ensure pregnant women have regular visits for their whole pregnancy
2. Increase the number of members who get dental checkups

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. We will continue to work on improving satisfaction by simplifying 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 **1-800-504-9660, 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 **1-800-504-9660, TTY 711.**

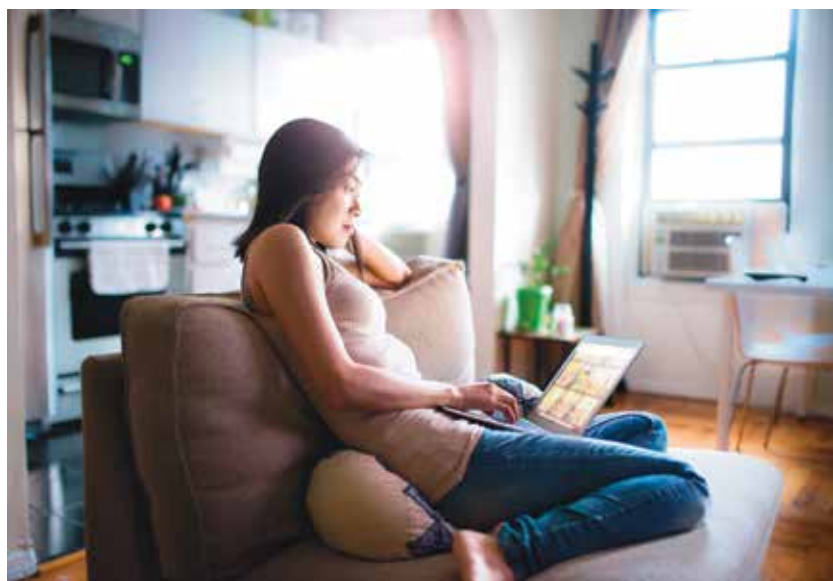
# Fight the flu

## 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) office. You can also get one at any clinic or store that accepts your plan. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app to find a location near you.



## Get connected

Register at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). This is your secure member website. See your covered benefits, search for providers, view your Member Handbook, and much more.

Download the UnitedHealthcare **Health4Me**™ mobile app. It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.

Follow us on Facebook at [facebook.com/UnitedHealthcareCommunityPlan](https://www.facebook.com/UnitedHealthcareCommunityPlan). Keep up on local events and health plan news.



## 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](http://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call Member Services toll-free at **1-800-504-9660, TTY 711**.





## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).  
**1-800-504-9660, TTY 711**

**Our website and app** Find a provider, read your Member Handbook, or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me™**

**NurseLine<sup>SM</sup>** Get 24/7 health advice from a nurse (toll-free).  
**1-866-827-0806, TTY 711**

**MyHealthLine™** If you qualify, you can get a smartphone and a monthly service plan at no cost.  
**[UHCmyHealthLine.com](http://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](http://UHCBabyBlocks.com)**

**Healthy Savings** Get discounts on healthy foods at participating Copps, Metro Market, Pick 'n Save, or Woodman's Market stores.  
**[HealthySavingsUHC.com](http://HealthySavingsUHC.com)**

# Healthy First Steps

### Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy



**Join now!** We'll send a welcome packet with a special gift. Just call **1-800-599-5985, TTY 711**. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at **[UHCBabyBlocks.com](http://UHCBabyBlocks.com)** and get a \$20 gift card.