



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Did you know?

There are 17.7 million adults in the United States with asthma. This is 7.4 percent of the over-18 population.



Advance directives

Make your wishes known.

You have the right to say yes or no to procedures, tests, and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes known in advance. You could give your doctor the name of someone you trust. You can also write your wishes down. There are forms you can use to make this easy.

 **Write it down.** Ask your doctor, clinic, or hospital for an advance directive form. You can also find simple forms online.

UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004
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Side effects

Is your medication causing cavities?

A dry mouth is a side effect of more than 500 common medications. Having a dry mouth can cause cavities. Tell your dentist about the medications you are taking. He or she can help you treat a dry mouth and prevent cavities. You'll also feel more comfortable. Tips for treating a dry mouth include:

- Use a spray or mouthwash made for people with a dry mouth.
- Drink plenty of water.
- Ask your doctor if you should change medicines.
- Chew sugar-free gum or suck sugar-free lozenges.
- Avoid alcohol, coffee, soda, and fruit juices, which can irritate your mouth.



Learn more. Get more tips from the American Dental Association at MouthHealthy.org. They have information for people of every age.

Know your numbers

Almost one in three adults have high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is called prehypertension.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease, and congestive heart failure. There are several things you can do to control your blood pressure:

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two (or fewer) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your provider. If lifestyle changes are not enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.



The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



Questions? Just call
1-800-293-3740, TTY 711,
toll-free.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when, and how to get primary, after-hours, behavioral health, specialty, hospital, and emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to request an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-800-293-3740, TTY 711**, to request a copy of the handbook.

Have an impact

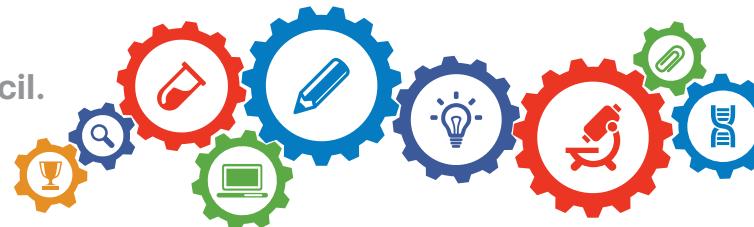
Join your county's Member Advisory Council.

UnitedHealthcare would like you to be a part of your county's Member Advisory Council. Council meetings are held at least four times a year. We talk about how to improve care for our members. Any health plan member can go to meetings.

Once a year the Member Advisory Councils for each county hold a workshop. Some past workshop topics have included:

- Housing, education, employment, and transportation resources
- The Disabilities Benefit 101 – Arizona website
- Health fair, with information about staying fit, healthy eating, and diabetes management
- How to volunteer, use educational opportunities, and get a job with various employers in the area
- How to achieve goals by maximizing abilities and minimizing limitations
- Alzheimer's disease and resources available through the Alzheimer's Association

We would like more members to join us. Your Case Manager can tell you all about it. Or you can call the name listed for your county.



County	Contact	Phone Number
Apache County	Kyle Peck	928-243-4400
Coconino County	Kyle Peck	928-243-4400
	Jennifer Nelson	928-713-3127
La Paz County	Rhoda Hernandez	928-580-6125
Maricopa County	Della Wood	480-268-5772
	Nancy Capretto	602-390-5237
Mohave County	Debra Williams	928-230-0047
Navajo County	Kyle Peck	928-243-4400
Pima County	Gail Lanham	520-591-8122
	Robin Wrex	520-419-6513
	Michelle Keith	520-591-3260
Santa Cruz County	Maria Miranda-Crespo	520-591-7968
	Daisy Lajoie	520-591-5502
	Karla Bennington	520-449-7479
	Jennifer Nelson	928-713-3127
Yavapai County	Rhoda Hernandez	928-580-6125



Resource corner

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

1-800-293-3740, 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).

1-877-440-0255, TTY 1-800-855-2880

United Behavioral Health To get help with behavioral health problems, call your case manager.

QuitLine Get free help quitting smoking (toll-free).
1-800-556-6222, TTY 711
ASHline.org

National Domestic Violence Hotline
Get 24/7 support, resources, and advice for your safety (toll-free).

1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

UnitedHealthcare does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender identity, age, disability, or ability to pay in health programs and activities.

Sugar baby

Understanding gestational diabetes

Sometimes women get diabetes when they are pregnant. This is called gestational diabetes. It causes women to have too much sugar in their blood. It generally goes away after the baby is born.

If you are pregnant, your doctor will order a test for gestational diabetes. You should have the test when you are 24–28 weeks pregnant. Most women with gestational diabetes have healthy babies. But there are some risks:

- Your baby could be large when born. You might need a c-section to deliver a very large baby.
- Your baby could be born with low blood sugar or jaundice.
- Your baby may have a higher risk of obesity and diabetes.
- You may be at risk for Type 2 diabetes.

Managing gestational diabetes well can help lower these risks. Be sure to follow your doctor's advice.

