



# 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.



## How can we help?

### Take a Health Assessment.

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 [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

Or call **1-877-542-9238, TTY 711**, to complete it over the phone.



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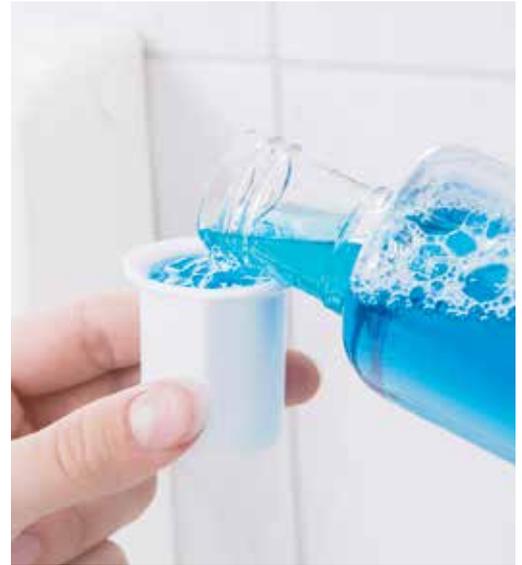
UnitedHealthcare Community Plan  
10895 Grandview, Ste. 200  
Overland Park, KS 66210

# 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](https://www.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 **1-877-542-9238, 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](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-877-542-9238, TTY 711**, to request a copy of the handbook.



# Spring is here!

## Coping with seasonal allergies and asthma

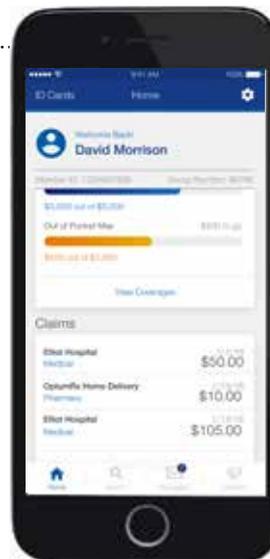
When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden, or exercise outdoors,** enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **After spending time outdoors,** shower and change your clothes. This keeps pollen off your furniture and bedding.
- **Keep windows closed** in your home and car when possible.
- **Take your medicine.** If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider's orders for treating other allergy symptoms.

## Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.

Health4Me has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can pull up your digital member ID card, search for network doctors and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.



 **Don't wait.** Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play.



## Resource corner

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

**1-877-542-9238, 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).

**1-855-575-0136, TTY 711**

**United Behavioral Health** Get help with mental health or substance use problems (toll-free).

**1-877-542-9238, TTY 711**

**QuitLine** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW, TTY 711**

**[KSquit.org](http://KSquit.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](http://thehotline.org)**



# Snack away

## 8 ideas for easy low-calorie snacks

Snacks can be a part of a healthy diet. The right snacks can even help you lose weight. But it's important not to overdo it and to make the right choices. It's best to stick with whole, natural foods. Being aware of serving sizes also helps keep calories in check. Here are some simple snacks that are less than 100 calories:

- 1 hard-boiled egg
- 1 ounce of cheese
- 1 cup of berries
- 1 apple, banana, or other medium whole fruit
- 12 almonds
- 3 tablespoons hummus with celery
- 1 cup plain fat-free Greek yogurt
- 2 cups popcorn with 1 teaspoon butter



**Know your BMI.** Body mass index (BMI) is a number that tells you if your weight is healthy for your height. Your primary care provider can tell you what your BMI is. Or you can find a BMI calculator online.



## 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.