



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

Such services are funded in part with the State of New Mexico.



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.

Or call **1-877-236-0826, TTY 711**, to complete it over the phone.



United Health Group
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FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan
8220 San Pedro NE, Suite 300
Albuquerque, NM 87113

Baby time

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.



Brushing for two

When you're pregnant, you're eating for two — but you're also brushing for two. Being pregnant can be hard on your teeth and gums. Gum disease has been associated with pregnancy complications. After you give birth, germs from your mouth can be passed to your baby by kissing or sharing a spoon. When you take care of your teeth and gums, it can make a difference for your baby, both before and after birth:

- Brush your teeth at least twice daily using a fluoride toothpaste.
- Floss at least once a day and rinse daily with a fluoride mouthwash.
- Choose healthy foods like fruits and vegetables, and avoid sugary or starchy snacks and soda.
- Visit your dentist at least once during your pregnancy. He or she can clean your teeth and help you control any tooth decay or gum disease. A dental visit is safe any time during your pregnancy.

 **Need a dentist?**
Visit myuhc.com/CommunityPlan or call **1-877-236-0826, TTY 711**, toll-free to find a dentist who accepts your health plan.




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 **1-877-236-0826, 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 **1-877-236-0826, TTY 711**, to request a copy of the handbook.




Coping with COPD

You can breathe better.

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

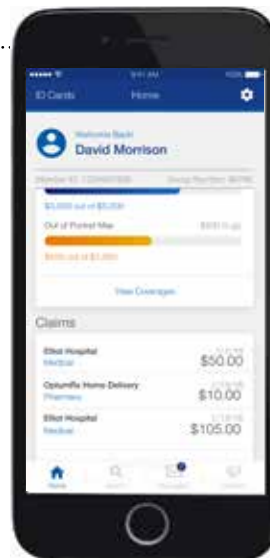
- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year.** Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.


 **We can help.** UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call **1-877-236-0826, TTY 711**, to find out more.

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. 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. Request copies of the Member Handbook or provider directory be mailed to you (toll-free).
1-877-236-0826, TTY 711

NurseLineSM Get 24/7 health advice from a nurse (toll-free).
1-877-488-7038, TTY 711

Our website Use our provider directory or read your Member Handbook.
myuhc.com/CommunityPlan

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233, TTY 1-800-787-3224

Crisis and Access Line You or a loved one experiencing an emotional crisis can find help 24 hours a day, seven days a week.
1-855-NMCRISIS (1-855-662-7474)
NMCrisisLine.com

Peer to Peer Warmline A phone number anyone can call to talk to someone who has “been through it.” This is non-crisis telephonic support.
1-855-4NM-7100 (1-855-466-7100)

Smoking Quitline Get free help quitting smoking (toll-free).
1-800-QUIT-NOW, TTY 711, 1-800-784-8669

The Trevor Hotline Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender, and questioning youths, 24/7 (toll-free).
1-866-488-7386, TTY 711

KidsHealth Get reliable information on health topics about and for children and teens.
KidsHealth.org

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.



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.