



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Keep your coverage!

Renew your health care benefits on time. For information on renewing, call Maryland Health Connection at **1-855-642-8572 (TTY 1-855-642-8573)**. Or, visit **MarylandHealthConnection.gov**.



Culture club

We speak your language.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. Language Line interpreters and signers for the deaf are available. Your doctor's office can help you with coordination.



If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.

 **Just call.** Need to receive information in a language other than English? Want to get materials in another format? Call Member Services at **1-800-318-8821 (TTY 711)**, Monday through Friday, 8 a.m. to 7 p.m. We are ready to help you communicate with your doctor!

United Health Group
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FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan
6220 Old Dobbin Rd.
Columbia, MD 21045



Color yourself calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



Need help? Do you suffer from stress, anxiety, or any other mental health issue?

Treatment is available. Call the Public Behavioral Health System at **1-800-888-1965**, 24 hours per day, 7 days a week. Staff members are trained to help you get the services you or your loved ones need.

Breathe deeply

Understanding asthma medications

There are many different medications for asthma. The doctor will prescribe the right ones for you or your child. In general, there are two types of asthma medications.



Long-term medications: Some drugs are taken every day. These long-term medications keep asthma under control. They can be oral or inhaled. They may take a while to start working. Not everyone with asthma needs long-term medications.

Rescue medications: Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. They should be with you all the time, just in case they are needed. Rescue medications can stop an asthma attack in minutes.



Have a plan. Take asthma medications the way the doctor says you should. You should have a written asthma action plan to help you know what to take and when.

Just joining us?

Are you a new member of UnitedHealthcare Community Plan? Join us at our New Member Orientation Events and learn about:



- benefits, updates, and recertification
- resources for special health needs
- wellness for your children
- UnitedHealthcare Community Plan programs, incentives, rewards for staying healthy, and much more.



Get the details. To find out when and where the next New Member Orientation Event is scheduled, call our Marketing Department at **1-855-817-5623 (TTY 711)** Monday through Friday, 9:30 a.m. to 4:30 p.m. ET.

See here

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. ET.



Have you taken 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 the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-877-403-7876 (TTY 711)** and complete it over the phone. You can also ask that a paper copy be mailed to you.

Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



It's no secret. You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-800-318-8821 (TTY 711)**, Monday to Friday, 8 a.m. to 7 p.m. ET, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Crush the can



A simple way to reduce childhood obesity

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks, and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.

 **Visit KidsHealth.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit UHCCommunityPlan.com/MDkids for information on these topics and much more.



Services for members with special needs

UnitedHealthcare Community Plan has a Special Needs Unit. This unit helps members who:

- are pregnant or just had a baby
- are children with special health care needs
- are living with HIV/AIDS
- have a developmental disability
- are homeless
- need mental health or substance abuse treatment
- are in foster care

If you or your child have special needs, our Special Needs Coordinator can give you information and support. Call **443-896-9081** if you need help with transportation, doctor appointments, or any other issues preventing you from getting the care you need.

Colon cancer

What do I need to know and do?

Colon cancer is preventable. Waiting for symptoms is a mistake, as the cancer could be progressing. Symptoms are not always obvious, but may include:

- changes in bowel habits
- blood in stool
- changes in stool consistency
- abdominal pain

Your risk for colon cancer increases after the age of 50. If you are 50 or older, talk to your primary care provider about screening with colonoscopy.

Also ask your primary care provider about FIT colorectal in-home screening. It's preferred over the FOBT test because:

- There are no food or medication restrictions.
- Only one sample is needed.



 **Interested in health education?** Our health coach can discuss health topics of your interest and provide you with resources. Call **443-896-0730** Monday to Friday, 9 a.m. to 5 p.m.



Know your drug benefits

Visit our website at myuhc.com/CommunityPlan to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs. Click on Pharmacy Information under Links and Tools to review the Prescription Drug List.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. Click on Pharmacy Locator under Links and Tools. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.

Follow doctor's orders

The last thing you want is to end up in the emergency room or to be admitted to the hospital for not taking your prescribed medication. If you are confused as to how, when, or why to take your medication, contact your doctor's office. Your doctor can also help if you are having trouble getting your prescriptions.

Discuss with your doctor any side effects you noticed when taking a particular drug in the past. Your doctor will want to know what you think works best for you.

Don't stop taking your prescribed medications. If you do, call your doctor's office and explain why.



Questions? Call Member Services at **1-800-318-8821 (TTT 711)** Monday through Friday, 8 a.m. to 7 p.m. ET.

Take care

You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for serious medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away. This could include signs of heart attack, uncontrollable bleeding, and major asthma or diabetes symptoms. For life-threatening emergencies, call 911.

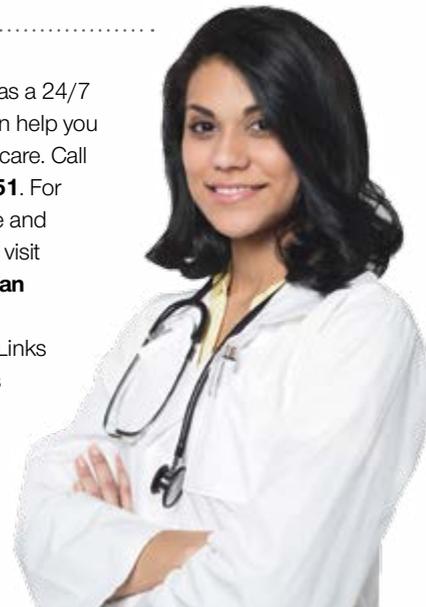
For illnesses that are not life-threatening, call your primary care provider's office and ask to be seen.

If you cannot get an appointment soon enough, go to an urgent care center. They can treat you for things such as a sore throat, sprained ankle, minor broken bones, and cuts requiring stitches. Many urgent care centers are open at night and on weekends.



We can help.

UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine at **1-877-440-0251**. For a complete list of urgent care and after hours providers, please visit myuhc.com/CommunityPlan and click on Find Physician, Laboratory or Facility under Links and Tools. Member Services can also help. Just call **1-800-318-8821 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. ET.



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.





Resource corner

UnitedHealthcare Member Services:

1-800-318-8821 (TTY 711)
Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: 1-877-440-0251 (TTY 711)

Public Behavioral Health System:

1-800-888-1965 (TTY 711)

Transportation: Contact your Local Health Department.

Special Needs Unit:

1-800-460-5689 (TTY 711)

Special Needs Coordinator:

443-896-9081 (TTY 711)

UnitedHealthcare Outreach:

443-896-0730 (TTY 711)

UnitedHealthcare Health

Education: 1-855-817-5624 (TTY 711)

Healthy First Steps:

1-800-599-5985 (TTY 711)

Department of Human Resources:

1-800-332-6347 (TTY 711)

Maryland Health Connection:

1-855-642-8572 (TTY 711)
MarylandHealthConnection.gov

Maryland Medical Assistance Help Line:

1-800-284-4510 (TTY 711)

Maryland Healthy Smiles Dental Program:

New phone number: 1-855-934-9812 (TTY 711)

UnitedHealth Group Customer Care

Fraud Hotline: 1-866-242-7727 (TTY 711)

HealthChoice Fraud Hotline:

1-866-770-7175 (TTY 711)

Clinical Practice Guidelines:

UHCCommunityPlan.com/health-professionals/
md/clinical-practice-guidelines.html

Interpretation Services: Call Member Services to request interpretation services for your medical visits.

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



Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time to discuss:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about care you get from other providers, including:

- any medications or supplements you take
- any tests or treatments they ordered and the results
- any mental health or substance use treatment you get

Remember to write a list of questions to discuss with your PCP. Tell your PCP or nurse if a treatment or medication is not working for you. When it comes to your health, teamwork is important!

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time. To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. (Download the app for free and register using Group ID MDCAID.) Or, call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday to Friday, 8 a.m. to 7 p.m. ET.