



# THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



## 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.



## Take care

You can avoid the emergency room.

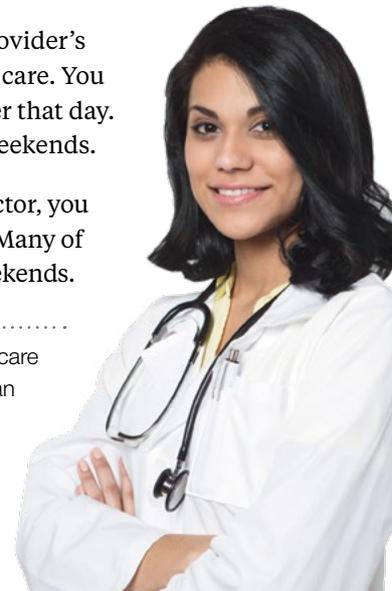
When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for major 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.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 at **1-800-941-4647 (TTY 711).**



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P.O. Box 31349  
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## The winter blues

Seasonal affective disorder (SAD) is a form of depression. People with SAD have symptoms of depression mostly during winter. These include sadness as well as irritability, oversleeping, and weight gain. If you think you have SAD, try these self-care tips:

- 1. Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- 2. Exercise.** Physical activity has been known to improve mood and relieve stress. Yoga, meditation, and massage therapy may also be helpful.
- 3. Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows when you can.
- 4. Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



**Are you SAD?** If your symptoms don't improve, talk to your provider.

You may benefit from therapy or antidepressants. For information on using your behavioral health care benefits, call **1-800-941-4647 (TTY 711)**, toll-free.

# Under control

## Tests for people with diabetes

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test:** This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. Get this test two to four times per year.
- **Heart disease:** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 140/90. Get your blood pressure checked at every visit.
- **Kidney function:** Diabetes can damage your kidneys. This blood test makes sure yours are working right. Get this test once a year.
- **Dilated eye exam:** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam:** Get your feet examined once a year to check for wounds and nerve damage.



**We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services at **1-800-941-4647 (TTY 711)**.



# You have the power

## 6 ways to prevent heart disease

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. Eat right.** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar, and salt.
- 2. Be active.** Aim for at least 30 minutes of moderate activity most days.
- 3. Don't smoke.** Also avoid other forms of tobacco and secondhand smoke.
- 4. Know your numbers.** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. Watch your weight.** Maintain the right weight for your height.
- 6. Limit stress.** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.



## Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts our plan. 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.) 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.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or call Member Services toll-free at **1-800-941-4647 (TTY 711)**.

## 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; and
- 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](https://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-800-941-4647 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





# Your partner in health

See your PCP for a well visit.

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

- important screenings and tests;
- needed immunizations;
- checking on chronic conditions;
- monitoring medications you take;
- coordinating care given by any specialists you see;
- counseling about a healthy lifestyle; and
- discussions about mental health, substance use, safety, and other topics.

When you see your PCP, tell him or her about:

- any medications or supplements you take;
- any other providers you see, such as specialists or alternative providers;
- any tests or treatments you have had and the results; and
- any mental health or substance use treatment you get.

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 provider?** You can change your PCP at any time.

To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan), use the **Health4Me** app, or call Member Services toll-free at **1-800-941-4647 (TTY 711)**.



## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).  
**1-800-941-4647 (TTY 711)**

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

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

**United Behavioral Health** Get help with mental health or substance use problems (toll-free).  
**1-800-941-4647 (TTY 711)**

**Twitter Pregnant Care** Get useful tips, information on what to expect, and important pregnancy reminders.  
[@UHCPregnantCare](https://twitter.com/UHCPregnantCare)  
[@UHCEmbarazada](https://twitter.com/UHCEmbarazada)

**KidsHealth** Get reliable information on health topics for and about kids.  
[KidsHealth.org](https://www.kidshealth.org)

**QuitLine** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW (1-800-784-8669) (TTY 711)**  
[smokefree.gov](https://smokefree.gov)

**National Domestic Violence Hotline** Get 24/7 support, resources, and advice for your safety (toll-free).  
**1-800-799-SAFE (1-800-799-7233)**  
**(TTY 1-800-787-3224)**  
[thehotline.org](https://thehotline.org)

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