



# 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.



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## Baby be safe

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.

Are you pregnant or planning to get pregnant? Make sure you get tested for HIV. Your provider needs your permission to test you. Your results are private. Only you can decide who can see them.



**Pregnant?** Need a woman's health care provider? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app.

## Join us

UnitedHealthcare Community Plan has a Member Advisory Council. Members can attend to give feedback on the plan. Any adult members can join. 2017 meetings will be held:

- February 2
- August 3
- May 4
- November 2



**RSVP.** Call **212-898-7961** if you are interested in attending an upcoming meeting.

## Healthy First Steps

Get support for a healthy pregnancy and beyond.



Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol, and drug use
- exercise safely
- eat well
- prepare for labor

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment)
- choose a doctor for your baby
- find local resources such as Women, Infants, and Children (WIC)



**Expecting?** For a happy and healthy pregnancy, enroll today. Call **1-800-599-5985**, Monday–Friday, 8 a.m.–5 p.m. Central time. Healthy First Steps is already part of your benefits, so there's no extra cost to you.

# 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 the number on page 4.



## 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 your 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.) 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.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free.

## 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](http://myuhc.com/CommunityPlan). You may also call Member Services toll-free at the number on page 4 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 checkup 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
- 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
- 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 doc?** You can change your PCP at any time. To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or, call Member Services.



## Resource corner

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

**Medicaid/CHIP: 1-800-493-4647 (TTY 711)**

**Wellness4Me: 1-866-433-3413 (TTY 711)**

**Essential Plan: 1-866-265-1893 (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**

**Twitter Pregnant Care** Get useful tips, info on what to expect, and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**KidsHealth** Get reliable information on health topics for and about kids.

**KidsHealth.org**

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

**1-800-QUIT-NOW (TTY 711)**

**smokefree.gov**

**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, color, national origin, sex, age, or disability in health programs and activities.