



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Emergency dental benefit.

Beginning October 1, 2017, members age 21 and over have an emergency dental benefit. It covers a maximum of \$1,000 every 12 months from October 1 through September 30. This benefit is in addition to your regular dental benefit that covers fillings, dentures, etc. It also has a maximum of \$1,000 for the same period.



Avoid the ER.

Know where to go and when.

For most illnesses and injuries, your primary care provider's (PCP's) office should be the first place you call when you need care. You can even call at night or on weekends.

If you cannot get in to see your PCP, you could go to an urgent care center. Urgent care centers see walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms (ERs) are for major medical emergencies only. Go to the ER only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor illness or injury, you may need to wait a long time.



Hello, nurse!

UnitedHealthcare has a 24/7 NurseLineSM.

A nurse can help you decide the best place to get care.

Call NurseLine at **1-877-440-0255**,

TTY 1-800-855-2880.



Make a connection.

Support is vital for mental health.

If you have mental health issues, support can help. Sometimes it is scary to ask for help. But support can strengthen your recovery and healing. Find someone you trust to talk to. Ask a friend, family member or someone you look up to. Spending time with the people who love you can improve your mood and your overall well-being.

Support can come in many forms. Someone can help you with a specific task. They can just be there to listen when you are having a hard time. They can give you advice on an issue. Just hearing that you are on the right track can help you feel less alone. Joining a local group that shares your interests or issues can also help. For example, maybe a biking club, parenting support group or faith-based group is right for you.

It may also be helpful to reach out and connect with others who have had similar struggles. Peers can sometimes have a deeper understanding of what you are going through. You can connect with peers through group therapy with your provider. There are also 12-step and peer support resources in your community.



Behavioral health crisis services.

If you have a psychiatric emergency that does not require calling 911, you can use the community crisis system.

- **In Maricopa County:** Call EMPACT for Mobile Crisis at **480-784-1500**. Or call Mercy Maricopa Integrated care at **602-222-9444** or toll-free **1-800-631-1314**, **TTY 1-800-327-9254**.
- **In Pima, Santa Cruz, Yuma, La Paz, Pinal and Gila Counties:** Call Cenpatico Integrated Care toll-free at **1-866-495-6735**, **TTY 1-877-613-2076**.
- **In Coconino, Mohave, Apache, Navajo and Yavapai Counties:** Call Health Choice Integrated Care toll-free at **1-877-756-4090**, **TTY 1-800-367-8939**.



The winter blues.

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes give off powerful light that mimics the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Yoga, meditation and massage therapy may also be helpful.
- **Spend time outdoors.** Even though the sky may be cloudy during winter, outdoor light can help you feel better. Take a long walk or eat lunch outside. If you are stuck indoors, sit close to windows.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about taking vitamin D or other supplements.



Are you SAD? Talk to your provider. You may benefit from therapy or antidepressants. For information on using your behavioral health care benefits, call **1-800-293-3740**, **TTY 711**, toll-free.


See here.

Diabetic eye exams are needed each year.

Diabetic retinopathy is a common complication of diabetes. High blood sugar 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 also are at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent vision loss.

 **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 **1-800-293-3740, TTY 711.**



Pregnant?

If you are pregnant, be sure to start pregnancy care early. Go to all of your doctor visits. Unless there is a medical reason, your pregnancy should continue for at least 39 weeks. Babies born early are at risk for health problems. These include breathing, temperature, feeding or other problems.

After you give birth, be sure to go to your postpartum visit. It is just as important as your pregnancy visits. Your doctor will want to see you by six weeks to check for healing, depression, family planning and breast-feeding. If you had a c-section, also see your doctor two weeks after delivery.

 **Pregnant?** UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps®. Call **1-800-599-5985, TTY 711**, to see how you can join.





Resource corner.

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

1-800-293-3740, TTY 711

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

myuhc.com/CommunityPlanHealth4MeTM

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).

1-877-440-0255

TTY 1-800-855-2880

MyHealthLineTM: If you qualify, you can get a smartphone and a monthly service plan at no cost.

UHCmyHealthLine.com

ASHLine: Get free help quitting smoking (toll-free).

ASHLine.org

1-800-556-6222, TTY 711

National Domestic Violence

Hotline: Get 24/7 support, resources and advice (toll-free).

1-800-799-SAFE

TTY 1-800-787-3224

thehotline.org

Fight the flu.

You can also prevent pneumonia.

Both the flu and pneumonia can be very serious. They can be worse in people with ongoing medical conditions. They can cause you to be hospitalized. They can even cause death. Ask your doctor about flu and pneumonia shots.

Fight the flu.

Getting a flu shot is the best way to reduce the chances that you will get the flu. Everyone aged 6 months and over should get vaccinated each fall. The shot protects against different kinds of flu each year. When more people get vaccinated, less flu infection can spread throughout the community. It's not too late to get your flu shot.

When you get your flu shot, ask for a form that shows what flu shot you had and the date it was given. Your case manager will be asking you for proof that you received the flu shot. It is also a good idea to show it to all the medical providers that you see.

Prevent pneumonia.

Pneumonia is another preventable infection. Anyone can get pneumonia. You can protect yourself by getting a pneumonia shot. It can be given any time of the year. The pneumonia shot is given once or twice, depending on your age and your doctor's recommendation. If you have never received a pneumonia shot, check with your doctor about getting one. If you have already had a pneumonia shot, ask your doctor if you need to get another one.



Where to get shots.

Flu and pneumonia shots are covered for Long Term Care Plan members. Your case manager can help you find a place to get a shot.

Check with your doctor's office first to see if they are giving the flu shot. If your doctor's office is not offering the shots you need, you can go to any county clinic. If you have Medicare Fee for Service or a Medicare Advantage Plan, including UnitedHealthcare Dual Complete, you may use a Wal-Mart or Walgreen's store.



Your best shot. Visit **stopthespreadAZ.org**, **walgreens.com** or **walmart.com** to find a location near you. If you have any questions or need help getting shots, please call your case manager.