

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.



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 **1-800-464-9484, TTY 711.**



UnitedHealthcare Community Plan
1089 Jordan Creek Parkway, Suite 320
West Des Moines, Iowa 50266



Make a connection.

Support is vital for behavioral health.

If you have behavioral 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.



Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



It's your best shot.

Learn more about vaccines for every member of your family at [CDC.gov/vaccines](https://www.cdc.gov/vaccines).

Ask Dr. Health E. Hound.®

Q: Why does my child need to be tested for lead?



A: Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of the well-child visit at these ages. The test is done using a few drops of blood.



Learn about lead. Read all about lead poisoning and other kids health topics. Visit [UHC.com/IAkids](https://www.uchc.com/IAkids).



Rest easy.

Flu season is in full swing. The flu virus spreads easily during the cooler months.

The flu often comes on suddenly. You will likely have a fever and feel achy and tired. The flu often causes a cough, a sore throat and a stuffy nose. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Take a fever reducer/pain reliever. Get plenty of rest. Drink lots of water. Stay home to keep from giving the flu to others.

The best way to prevent the flu is with an annual flu shot. It's not too late to get this season's vaccine. It's recommended for everyone ages 6 months and older. Ask your PCP about the flu shot.



Know your provider. See your primary care provider for a checkup before you get sick. Need to find a new PCP? Visit myuhc.com/CommunityPlan or call **1-800-464-9484, TTY 711**, toll-free.



See here.

Get a diabetic eye exam each year.

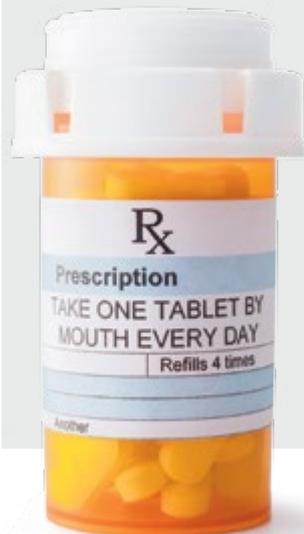
Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

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 **1-800-464-9484, TTY 711**.



The right dose.

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high.

That's why it's important for children on ADHD medicine to see their doctors often. Go within 30 days of when your child starts taking medicine. Visit again twice in the following nine months. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).
1-800-464-9484, TTY 711

Our website and app: Find a provider, read your Member Handbook, complete your health assessment or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me™

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-800-464-9484, TTY 711

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

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps[®]: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.
UHC.com/IAkids

Baby be well.

Opioid use disorder treatment for pregnant women.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdose deaths is due to a sharp increase in opioid use. Opioids include prescription painkillers such as Vicodin and Oxycontin. They also include heroin and illegally-made synthetic drugs such as fentanyl.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member. No one is immune from developing a substance use disorder. Including pregnant women.

Women who abuse opioids while pregnant put their babies at risk for harm. Babies can be born too early, or born addicted to opioids. Withdrawal from opioids is very hard on newborns. It can cause lasting health and developmental problems.

Treatment can help women who are dependent on opioids have healthier babies. Medication-assisted treatment (MAT) is recommended. It supports women through recovery with medicine that blocks the high and decreases cravings for opioids. The medicine also eases patients' withdrawal from opioids. By helping with the physical aspects of addiction, MAT helps patients focus on other aspects of recovery.



Need help? Treatment for substance use disorders, including MAT, is a covered benefit for all members. Call the 24/7 Substance Use Treatment Helpline at **1-855-780-5955** to begin recovery.