

THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK

Such services are funded in part with the State of New Mexico.



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 **1-877-488-7038, TTY 711.**



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Get ready for the real world.

UnitedHealthcare On My Way (OMW™) is a free online resource. It helps young people deal with real-world situations that may affect their future. UnitedHealthcare OMW can help with managing bank accounts, securing housing, creating a resume, finding job training, applying for college and more.

Through UnitedHealthcare OMW, you can learn about:

- **Money:** Create a budget and learn how to save money and do taxes.
- **Housing:** Understand and compare affordable housing options.
- **Work:** Create a resume and get interview tips.
- **Education:** Decide what to do after high school.
- **Health:** Learn important health information and get answers to common health questions.
- **Transportation:** Find out how to get around.



Sign up today.

Visit uhcOMW.com.

To learn more, search for UnitedHealthcare OMW on YouTube and watch our video.

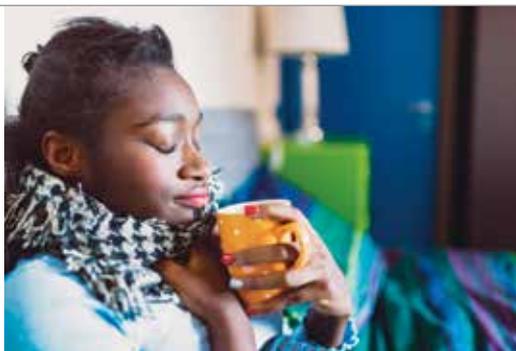
Make a connection.

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.



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 **1-877-236-0826, 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 **1-877-236-0826, TTY 711.**

Extra benefits.

UnitedHealthcare Community Plan offers value added services (VAS). These are services offered by the health plan that are not Medicaid covered benefits. 2018 value added services include:

- **Extra respite:** Members who have an agency-based community benefit can get 150 hours of respite each year.
- **Annual checkup:** A yearly history and physical exam is covered for all non-dual members.
- **Baby Blocks™:** Baby Blocks encourages pregnant women and new mothers to go to all their prenatal, post-partum and well-baby appointments. Members of the program get reminders and rewards.
- **Dental varnish:** Fluoride treatments are covered for children 6 months to 3 years of age.
- **Electroconvulsive therapy (ECT):** ECT is a treatment option for members with severe mental illness. It is a Medicaid benefit for alternative benefit package members. It's a VAS for other members.
- **Pharmacy transportation:** Up to six one-way trips to a pharmacy are covered as VAS per year. There are distance limits. Transportation to medical appointments is a Medicaid benefit.
- **Full benefits for pregnant mothers:** Members whose Medicaid eligibility is Category 301 have Medicaid coverage for maternity care only. Full medical and behavioral health benefits are added as a VAS. Members



whose Medicaid eligibility is Category 300 have full medical and behavioral benefits through Medicaid.

- **New mother's benefit:** New moms can get baby diapers and a choice of infant seat, car seat or travel crib. There is also VAS coverage for doulas (birthing coaches).
- **Pharmacy reimbursement:** Members who have Medicare can get a \$50 reimbursement for purchases at a pharmacy each year.
- **Native American traditional healing and wellness:** Native American members have a VAS traditional healing benefit. They can get up to \$250 twice per year for inpatient services. They can also get up to \$200 once per year for outpatient services.



Learn more. Limits and conditions may apply. See your Member Handbook for more information on value added services. You can read it at myuhc.com/CommunityPlan. Or call **1-877-236-0826** to get a copy mailed to you.

Resource corner.

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

1-877-236-0826, TTY 711

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

**myuhc.com/CommunityPlan
Health4Me™**

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

1-877-488-7038, TTY 711

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

UHCmyHealthLine.com

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

QuitNow.net

1-800-227-2345, 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

Crisis and Access Line: You or a loved one experiencing an emotional crisis can find help 24 hours a day, seven days a week.

1-855-NMCRISIS (1-855-662-7474)

NMCrisisLine.com

Peer to Peer Warmline: A phone number anyone can call to talk to someone who has “been through it.”

This is non-crisis telephonic support.

1-855-4NM-7100 (1-855-466-7100)

The Trevor Hotline: Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender and questioning youths, 24/7 (toll-free).

1-866-488-7386, TTY 711

KidsHealth[®]: Get reliable information on health topics about and for children and teens.

UHC.com/NMkids

UnitedHealthcare On My Way: Visit an interactive website that helps teens get ready for real life.

uhcOMW.com

Recipe for health.

Start the day with a power bowl.

Power bowls are all the rage, and for good reason. They pack a hefty amount of protein into a satisfying meal, loaded with flavorful vegetables and condiments. Try starting your day with this Southwest-inspired recipe from the American Heart Association.



Ingredients

- ¼ cup raw quinoa
- 1 avocado, pitted and diced
- 2 medium tomatoes, diced
- 1 ear of corn, removed from cob
- 2 green onions, chopped
- ¼ cup cilantro, chopped
- 4 eggs
- Reduced sodium salsa or hot sauce, optional

Directions

Cook quinoa according to package directions. Cool slightly, and then divide between four bowls. (This can be done the night before.) Arrange the vegetables on top. Heat a medium skillet over medium-high heat and coat with non-stick cooking spray. Crack the eggs into the skillet and cover for about 3–4 minutes, until white is set and yolk is runny. Place one egg in each bowl. Top with salsa or hot sauce and enjoy.

Serves 4.



Make it yours. This recipe is easy to customize with different vegetables or eggs cooked however you like them best.