

# 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 NurseLine<sup>SM</sup>. A nurse can help you decide the best place to get care. Call NurseLine at **1-844-222-7341**, **TTY/PA Relay 711**.



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UnitedHealthcare Community Plan  
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Pittsburgh, PA 15212



## 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](http://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.



## 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/PAkids](http://UHC.com/PAkids).



## 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](http://myuhc.com/CommunityPlan) or call **1-800-414-9025, TTY/PA Relay 711**, toll-free.

# Enjoy.

## Meal time is family time.

Enjoying food with your family is important. Whenever possible, have regular meals and/or snacks at the table with your family. Eating together helps you connect with each other. To make the most of your mealtime, try to keep the TV and cell phones off.

Children who eat with their family are less likely to smoke or drink alcohol. They may get better grades. Babies develop better language skills as they listen to parents interact at the table.



**Get WIC.** To see if you qualify for the Women, Infants and Children (WIC) Program, call **1-800-WIC-WINS** or pre-apply online at **PAWIC.COM**.

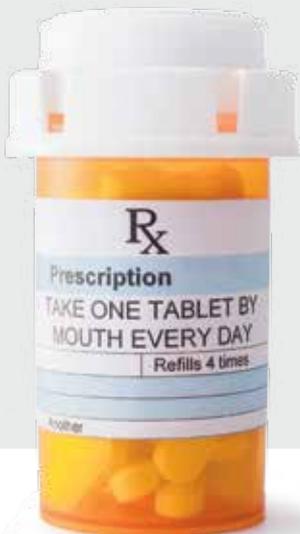


## The right dose.

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).  
**1-800-414-9025, TTY/PA Relay 711**

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

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-844-222-7341, TTY/PA Relay 711**

**Special Needs Unit:** Get support for ongoing physical, developmental, emotional, or behavioral conditions.  
**1-877-844-8844, TTY/PA Relay 711**

**MyHealthLine™:** 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/PA Relay 711**

**Baby Blocks™:** Get rewards for timely prenatal and well-baby care.  
**UHCBabyBlocks.com**

**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.  
**UHC.com/PAkids**

# Growing up with abuse.

Home should be a safe place for a child.

When a parent abuses another parent, home is not a safe place. When a child is abused, home is not a safe place. A child who is abused or sees abuse suffers trauma. Every child reacts to abuse in a different way. Some may grow up to abuse others. Some may be angry, have trouble in school, wet the bed or have problems with attention.

Children who are abused or see abuse may believe false things about themselves, including that they:

- Are at fault.
- Should have stopped the abuse.
- Are not good or strong enough.
- Cannot be loved or love another person.
- May be violent by nature.
- Are not meant to enjoy success in life.

Trauma can cause lifelong problems. It can result from something that happens one time or many times. Trauma from abuse can cause or increase health problems that may include:

- Misuse of drugs or alcohol.
- Problems thinking.
- Anxiety or depression.
- Smoking.
- Eating disorders.
- Asthma.
- Mental health problems.

If you know a child who is abused or sees abuse there are people who can help. There are also things that can be done to help a child heal from abuse. Make sure the child is always with people who will provide safety and support. Counseling can also help. Help the child have healthy relationships. Protect them from abuse and other things that cause trauma.

**Help is here.** Anyone who has been abused may call the National Dating Abuse Helpline to talk or get advice from a teen or adult at **1-866-331-9474, TTY 1-866-331-8453**. To find the domestic abuse program nearest you, visit **pcadv.org** and click on *Find Help* or use the *Find Help* map on the home page.

