

THE KEY TO A GOOD LIFE IS A GREAT PLAN Health TALK



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 **1-877-543-3409, TTY 711.**



UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131



Is it time to renew?

Washington Apple Health family, children, pregnancy and adult medical coverage is renewed yearly. Many people renew their benefits this time of year. Some renewals are automatic. You will be notified by mail.

Other members will need to renew. If you get mail from the Washington Health Benefits Exchange asking you to take action, call **1-855-WAFINDER (1-855-923-4633)**, TTY **1-855-627-9604**, toll-free. Or renew online at **WAHealthPlanFinder.org**.

 **We're here to help.** We have a special team to help if you need support. Call **1-866-686-9323**, TTY **711**, if you need help renewing your coverage.



Special nutrition.

Enteral nutrition program.

Enteral nutrition is a medically-necessary liquid diet given by mouth or feeding tube. Enteral nutrition is covered for members who are unable to eat enough food to meet daily caloric needs. You can get enteral nutrition products, supplies and equipment with a prescription from your doctor. Covered benefits include:

- Tube-delivered nutrition and supplies.
- Special formulas for members with inherited metabolic disorders.
- Oral enteral nutrition products and thickeners for members 20 and younger, including prescription infant formula for babies with special needs.



Learn more. The enteral nutrition program is not a food benefit. It does not cover nonmedical equipment, supplies and related services. Please call Member Services toll-free at **1-877-542-8997**, TTY **711**, to find out more.

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/WAkids**. Has your child been tested? Ask his or her doctor.



Coping with the flu.

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 **1-877-542-8997, TTY 711**, toll-free.



See here.

Get a diabetic eye exam each year.

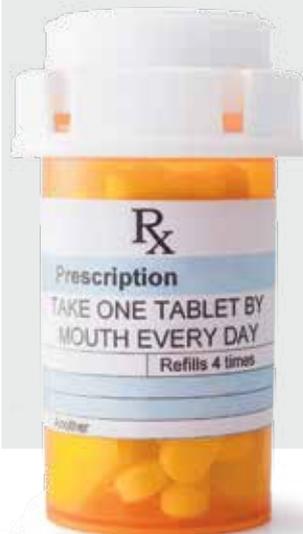
Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. (If your exam is normal, you can skip a year before your next eye exam.) 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 **1-877-542-8997, TTY 711**, toll-free.



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. National guidelines say to 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. Get help with mental health or substance abuse problems (toll-free).

1-877-542-8997, 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).

1-877-543-3409, TTY 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 711

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

UHCBabyBlocks.com

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

UHC.com/WAkids

March Vision: Search for a vision care center near you online. (Member Services can also help by phone.)

MarchVisionCare.com

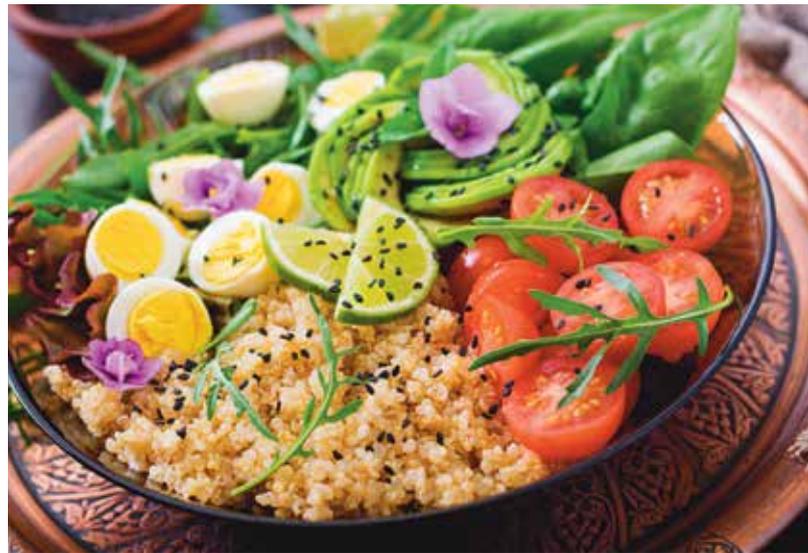
Help Quitting Smoking: Get free help quitting smoking (toll-free).

**1-866-QUIT-4-LIFE (1-866-784-8454)
quitnow.net**

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.

資源領地。

Member Services: 尋找醫生、諮詢福利問題或投訴，任何語言均可。求助應對精神健康或物質濫用問題（免費電話）。

1-877-542-8997，打字電話 711

Our website and app: 無論您身在何處，均可尋找醫生、閱讀「會員手冊」或查閱您的醫保卡。

**myuhc.com/CommunityPlan
Health4Me™**

NurseLineSM: 每週 7 天，每天 24 小時，由護士提供健康諮詢（免費電話）。

1-877-543-3409，打字電話 711

MyHealthLine™: 如您符合條件，可免費領取一部智慧電話，並可免費通話。

UHCmyHealthLine.com

Text4baby: 每週透過行動電話免費接收與您妊娠階段相對應的文字簡訊。**發簡訊 BABY 或 BEBE 至 511411。** 然後輸入參與者代碼 HFS。

Healthy First Steps®: 獲得孕期全程支援。

1-800-599-5985，打字電話 711

Baby Blocks™: 領取對按時參加產前保健及產後嬰兒保健活動者的獎勵。

UHCBabyBlocks.com

KidsHealth®: 獲取關於兒童健康的可靠資訊。

UHC.com/WAkids

March Vision: 線上檢索離您近的視覺保健中心。（會員服務部也可透過電話提供協助。）

MarchVisionCare.com

Help Quitting Smoking: 獲取免費的戒菸協助（免費電話）。

**1-866-QUIT-4-LIFE (1-866-784-8454)
quitnow.net**

健康食譜。

首先是**能量碗早餐**。

能量碗大行其道，是有道理的。能量碗採用美味的蔬菜和調料，在一頓美餐中集中大量蛋白質。可嚐試美國心臟協會推薦的這個帶有美國西南部風格的食譜作為早餐。



食材

- ¼ 杯生藜麥
- 1 個牛油果，去核切小塊
- 2 個中等大小番茄，切小塊
- 1 穗玉米，剝下玉米粒
- 2 根蔥，切碎
- ¼ 杯芫荽葉，切碎
- 4 個雞蛋
- 低鹽沙沙醬或辣醬（可選）

做法:

按包裝上的說明烹煮藜麥。煮好後稍冷卻，平分放入四個碗內。（這個步驟可在前天晚上做。）將蔬菜擺放在上面。取中等大小平底鍋坐中火，用不粘的噴鍋劑在鍋底噴一層。雞蛋打入鍋內，加蓋煎 3-4 分鐘至蛋白凝固，蛋黃呈漿狀。每個碗內加一個雞蛋。表面抹沙沙醬或辣醬後享用。

4 人份。



自由發揮。 這個食譜很容易由人自由發揮。使用不同的蔬菜，或把雞蛋煮成您需要的樣子。



該續保了吧？

Washington Apple Health 的家庭、兒童、妊娠和成人醫療保險須每年續保一次。許多人在每年的這個時候續保。有些人的續保是自動的。您會接到續保通知函。

其他會員則需要辦理續保。若您收到 Washington Health Benefits Exchange 的續保通知函，請致電免費電話 **1-855-WAFINDER (1-855-923-4633)**，打字電話為 **1-855-627-9604**。另外，也可透過網站 WAHealthPlanFinder.org 線上辦理續保。

 **我們來幫助您。**
如您需要支援，我們有一個特別團隊來提供。如您需要辦理續保，請致電 **1-866-686-9323**，打字電話為 **711**。



特別營養。

經腸營養計劃。

經腸營養是指經由嘴或飼管輸送醫學上有必要的流質膳食。無法透過進食足夠食物來滿足日常熱量需求的會員，經腸營養在承保範圍之內。憑藉醫生的處方，可獲得經腸營養產品、輔助用具及設備。保險福利包括：

- 經飼管營養及輔助用具。
- 20歲及更年輕會員的口服經腸營養產品及增稠劑，包括給有特殊需求嬰兒的配方嬰兒奶粉。
- 代謝紊亂會員的特殊配方奶粉。



瞭解更多資訊。 經腸營養計劃並非食品福利。該計劃不保非醫學設備、輔助用具和相關服務。請致電會員服務部的免費電話 **1-877-542-8997**，打字電話 **711**，以瞭解詳情。

Dr. Health E. Hound[®] 醫生解疑

問：我的小孩為什麼要查鉛？



答：時間比較久遠住宅的水管或塗料中往往有鉛。兒童可能會吸入或吞嚥鉛。小孩體內鉛過多，即導致鉛中毒。鉛中毒可能會影響小孩的血液、骨骼或大腦。鉛中毒還可能導致生長緩慢或發育問題。

許多小孩鉛中毒後並沒有症狀。因此，查鉛很重要。專家建議在 1 歲和 2 歲時查鉛。這個年齡小孩的保健體檢包括查鉛。取幾滴血即可。



對鉛有所瞭解。 閱讀所有關於鉛中毒和其他兒童健康方面的知識。請訪問網站 UHC.com/WAKids。您的小孩是否已經查鉛？請諮詢小孩的醫生。



應對流感。

流感季節來了。氣溫較低的時候，流感病毒容易傳播。流感往往突如其來。

人得了流感，很可能會發燒，並感到渾身疼痛及疲倦。流感往往會導致咳嗽、喉嚨痛和鼻塞。有些人會頭痛或者肚子不舒服。

流感無法治療。但是，自我護理可能有助於讓人在康復前感覺好受一些。可服用退燒藥/鎮痛藥。充分休息。大量飲水。不要外出，以免將流感傳染給他人。

預防流感的最佳辦法就是每年打流感疫苗。現在打本季的疫苗還不晚。建議每個年滿 6 個月的人都打流感疫苗。請向家庭醫生諮詢流感疫苗。



瞭解您的醫生。堅持到家庭醫生處檢查身體，不要等生病再去看醫生。需要找新的家庭醫生？請訪問網站 myuhc.com/CommunityPlan 或致電會員服務部的免費電話 1-877-542-8997，打字電話711。



看這裡。

每年都要做一次糖尿病眼科檢查。

糖尿病視網膜病變是糖尿病的常見併發症。高血糖會傷害眼睛中的血管。血管受損嚴重之前，極少會有症狀。治療可防止惡化。但是，治療無法逆轉已經發生的視力損失。

這就是為什麼，每年的糖尿病眼睛檢查如此重要。檢查可在出現症狀之前發現問題。檢查很快並且無痛。

糖尿病患者患其他眼疾的風險也較高，包括白內障和青光眼。控制好糖尿病有助於預防視力損失。



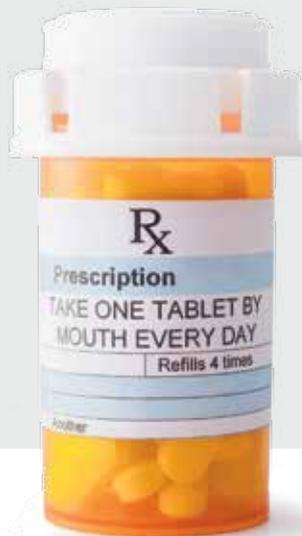
我們可提供協助。如您還有糖尿病或其他慢性病，我們可提供協助。我們提供糖尿病管理計劃。此類計劃可協助您管理病症。要瞭解更多資訊，請致電會員服務部的免費電話 1-877-542-8997，打字電話711。

按正確劑量服藥。

如您的小孩有注意力缺失多動症 (ADHD)，其醫生可能會建議服藥治療。治療 ADHD 的藥物有幾種。可能需要一段時間才能確定對您小孩最適合的藥物。

您的小孩可能需要調整藥物或劑量數次。有些藥物可能對您的小孩無效。其他藥物則可能有副作用。劑量可能會過低或過高。

正是因為如此，服用 ADHD 藥物的小孩要經常去看醫生，這一點很重要。小孩開始服藥後 30 天內，要去看醫生。在接下來的九個月內，要去看醫生兩次。之後，要堅持定期隨診。行為療法 and 心理輔導也可能有幫助。





週 密 計 劃 繪 製 美 好 生 活

Health TALK



您有什麼看法？

幾個星期以後，您可能會收到一份郵寄的調查問卷，即「UnitedHealthcare Community Plan」滿意度調查問卷。如果您收到該調查問卷，請填寫後寄回。我們會為您的回答保密。您的意見有助於我們改善這項健康計劃。



避免去急診室。

要知道何時去何處就診。

對於大多數傷病，首先應給家庭醫生（PCP）的診所打電話。夜間或週末均可致電診所。

如果無法看上家庭醫生，則可前往緊急療護中心。緊急療護中心接待未預約的患者。許多緊急療護中心夜間和週末均工作。

醫院的急診室（ER）僅適合重大的緊急醫療狀況。去醫院看急診，僅限於您認為如果傷病不立即得到治療，可能導致死亡或殘障的情勢。輕微病症看急診，可能需要等候很長時間。



你好，護士！

UnitedHealthcare 設有每週 7 天每天 24 小時服務的 NurseLineSM 護士諮詢專線電話，由護士協助您決定最佳的就診地點。NurseLine 的電話號碼為 **1-877-543-3409**，打字電話 **711**。

