



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

Evercare Select  
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## You can quit

### Join the Great American Smokeout.

Nearly 47 million people in the United States smoke. But more than 48 million people have kicked the habit. There are many reasons to stop smoking. Some of the benefits of a smoke-free life include:

- better smelling breath, hair and clothing.
- whiter teeth.
- lower risk of certain types of cancer.
- lower risk of heart and lung disease.
- saving money.
- improving overall fitness.

The Great American Smokeout may be a good day for you to stop smoking. This annual event asks smokers to make a plan to quit. This year's date is Nov. 15.



**You can do it.** Quitting smoking is hard. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call the Arizona Smoker's Helpline at **1-800-556-6222**.

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## We care about quality

Each year, UnitedHealthcare Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2011, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had follow-up visits following hospitalizations for mental illness and diabetic HbA1c and LDL testing on time. For 2012, we want to improve the number of well visits children aged 3–6 get and the number of timely prenatal and postpartum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys to make sure we are meeting our members' needs. In 2011, we improved how our members rate their personal doctor, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2012, we are improving processes in our prior authorization center.

 **Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-293-3740 (TTY 711)**.

**After hours?** To speak with Evercare Select staff after normal business hours, call **1-800-377-2055** and then press **1**.



## Know the risks

### Lower breast cancer risk with a healthy lifestyle.

Breast cancer is the second most common form of cancer among U.S. women. There are many risk factors linked to breast cancer. Most of these factors are out of your control. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for women over 40 to get a mammogram each year. This specialized breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught right away. Talk to your doctor about your risk of getting breast cancer. Make a plan for a breast cancer screening.



**Janet's Law.** This law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at **1-800-293-3740 (TTY 711)**.

# Please join us

Please come to our Member Advisory Council meetings. These meetings are held in your county at least four times a year. Evercare Select members, care providers and case managers attend these meetings. We meet to talk about how to improve care and do the things that are important for our members. The people who come to the meetings help plan how to share new ideas with other members.

This year the councils helped to plan Abilities Workshops. Each council got to pick the topic for the workshop in its county. Some Abilities Workshops were about community services, like lower-cost housing or education. Others talked about what happens to Social Security and health care benefits when members are ready to go back to work. Another Abilities Workshop helped members learn how to eat right and take care of their diabetes.

One workshop had information about how to use public library services when you cannot get out of your home. If you use in-home library services, you are assigned a specific librarian who is there to help you. You can get books on tape or a special radio that lets a person read magazines and the local newspaper to you each day.



**Want to know more?** Please tell your case manager if you would like to come to a meeting or want to know more about it. Any member can visit a meeting at any time. If you are not able to come to a meeting, you can attend by phone.

## SEE HERE

Diabetes is a serious medical condition. Having diabetes can cause vision loss or blindness. AHCCCS recommends people with diabetes get an eye exam every year.

The eye exam checks the retina at the back of your eye. It's called a retinal eye exam. An ophthalmologist does the exam. Having this exam can reduce your risk of severe vision loss.

Evercare Select covers a yearly retinal eye exam for members with diabetes. You do not need to get a referral from your doctor to see the ophthalmologist.

Taking care of your eyes is an important part of taking care of your health.



**Looking for an eye doctor?** Ask your doctor for the name of an ophthalmologist. Or visit [evercareselect.com](http://evercareselect.com) and click on "Find a Provider." Or go to any Nationwide Vision office for your eye exam. Your case manager can also help you find an ophthalmologist.





# Your best shot

## Protect yourself and others from flu and pneumonia.

Flu season will soon be here. You can protect yourself by getting a flu shot. You may also need a pneumonia shot. People who have ongoing medical problems are more likely to get the flu or pneumonia. Flu and pneumonia can cause serious medical problems that require hospital visits. They can even cause death.

It is very important to get a flu shot each year. There are different kinds of flu viruses each year. Try to get your flu shot as soon as possible.

Pneumonia shots are also recommended. If you have never gotten a pneumonia shot, ask your doctor about it. The pneumonia shot is given once or twice, depending on your age and your doctor's recommendation. If you've already had one pneumonia shot, ask your doctor if you need another one. Pneumonia shots can be given any time of the year.

These shots are covered for Evercare Select members. Ask your doctor's office about getting these shots. You can also go to any of the county clinics or to Target, Walgreens, CVS Pharmacy or the Mollen Immunization Clinic.

Ask your case manager for more information about these shots. Your case manager can also help you find a place to get them.



**Know where to go.** There are many websites that can help you find a place to get a flu or pneumonia shot. They include [azdhs.gov/phs/immun/statewide\\_clinics.htm](http://azdhs.gov/phs/immun/statewide_clinics.htm), [cdc.gov/flu](http://cdc.gov/flu) or [findaflushot.com](http://findaflushot.com). You can also call your local community information and referral line at **211** or visit their website at [211arizona.org](http://211arizona.org).

## KEEP A RECORD

AHCCCS requires Evercare Select to write about your shots in your member record. Your case manager will be asking you for proof of the shots you get. Please ask your doctor's office for a copy of your shot record. If you get the shot from a clinic, pharmacy or store, please ask for a detailed receipt. It should say what shot you had and the date it was given. Please give your case manager a copy of these records.

It is also a good idea to show this information to all the medical providers that you see. If you have any questions or need help getting a flu or pneumonia shot, please call your case manager.