



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.

## Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Provides tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on avoiding lead poisoning



**Check it out.** Find helpful information and fun activities. Visit [sesamestreet.org/healthyhabits](http://sesamestreet.org/healthyhabits).



Partners in Healthy Habits for Life

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United Health Group

UnitedHealthcare Community Plan  
2717 North 118th Street, Ste. 300  
Omaha, NE 68164



## Bright eyes

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



**How can we help?** UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-800-641-1902 (TTY 711)** to find out if you can join.

# Your privacy

## How we protect your information

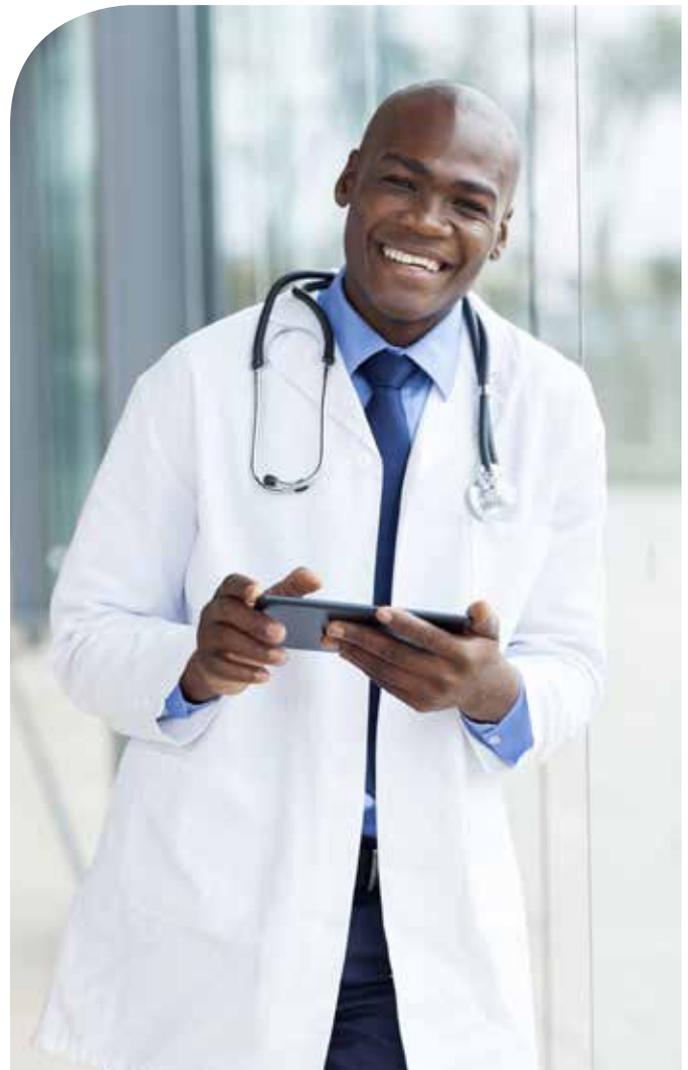
We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at **MyUHC.com/Community Plan**. You may also call Member Services toll-free at **1-800-641-1902 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



# Know your options

## How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

### WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your pharmacy. You can even call at night or on weekends.

### WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

### WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there 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 problem, you may have to wait a long time.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-543-4293 (TTY 711)**.

## Ask Dr. Health E. Hound

### Q: How can I help my child feel better when he has a cold?

**A:** With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



**Learn more.** Is it a cold or the flu? Can the weather affect my child's asthma? Visit **UHCommunityPlan.com/NEkids** for answers to these and many other health-related questions.



## Resource corner

**Member Services** If you do not speak English, Member Services will connect you with an interpreter.

**1-800-641-1902 (TTY 711)**

**NurseLine** Get advice from a nurse, including help deciding the best place to get care, 24/7.

**1-877-543-4293 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

**Behavioral Health Services**

**1-800-424-0333 (TTY 711)**

**Block Vision**

**1-800-879-6901**

**Care Management** Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.

**1-877-856-6351 (TTY 711)**

**Our website** Look up a provider, print your ID card or read your Member Handbook.

**MyUHC.com/CommunityPlan**

**ACCESSNebraska** Call if you change your address or phone number or become pregnant.

**1-855-632-7633 (TTY 711)**

**402-473-7000** in the Lincoln area

**402-595-1178** in the Omaha area

**IntelliRide** Arrange for transportation services.

**1-844-531-3783**

**402-401-6999** in the Omaha area

**IRideNow.com**



## FACTS AT YOUR FINGERTIPS

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

- **PARENTS:** Find answers you can trust. Get doctor-approved advice without the medical mumbo-jumbo.
- **KIDS:** Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **TEENS:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.



**Visit today.** Visit us at home, school, the library or anywhere in between. For healthy facts at your fingertips, visit **UHCCommunityPlan.com/NEkids** today.

## Want us to share?

### How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



**Find it here.** The form is available at **MyUHC.com/CommunityPlan**. You can also call Member Services at **1-800-641-1902 (TTY 711)** to ask us to mail or email you a copy of the form.