



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.

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.



Partners in Healthy Habits for Life

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UnitedHealthcare Community Plan
10701 West Research Drive
Milwaukee, WI 53226-0649



Don't Be SAD

Some people get depressed each winter. This is called seasonal affective disorder (SAD). It's caused by not getting enough sunlight.

Depression is a medical problem, like having diabetes or needing eyeglasses. It is nothing to be ashamed of. More than 18 million Americans have depression.

Some signs include:

- a sad mood that doesn't go away.
- not wanting to do things you once enjoyed.
- eating much more or less than you used to.
- trouble sleeping or sleeping too much.
- lack of energy.
- a hard time thinking.
- thinking about death or suicide.

Depression can be treated. Medication can help. So can therapy. You can also try lifestyle changes. Exercising, getting enough sleep and eating well may improve your mood. Sitting by special lamps can help SAD. So can spending time outdoors on sunny days.



Get help. If you feel depressed or feel depression symptoms most of the time and for more than a few weeks, talk to your doctor.

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.

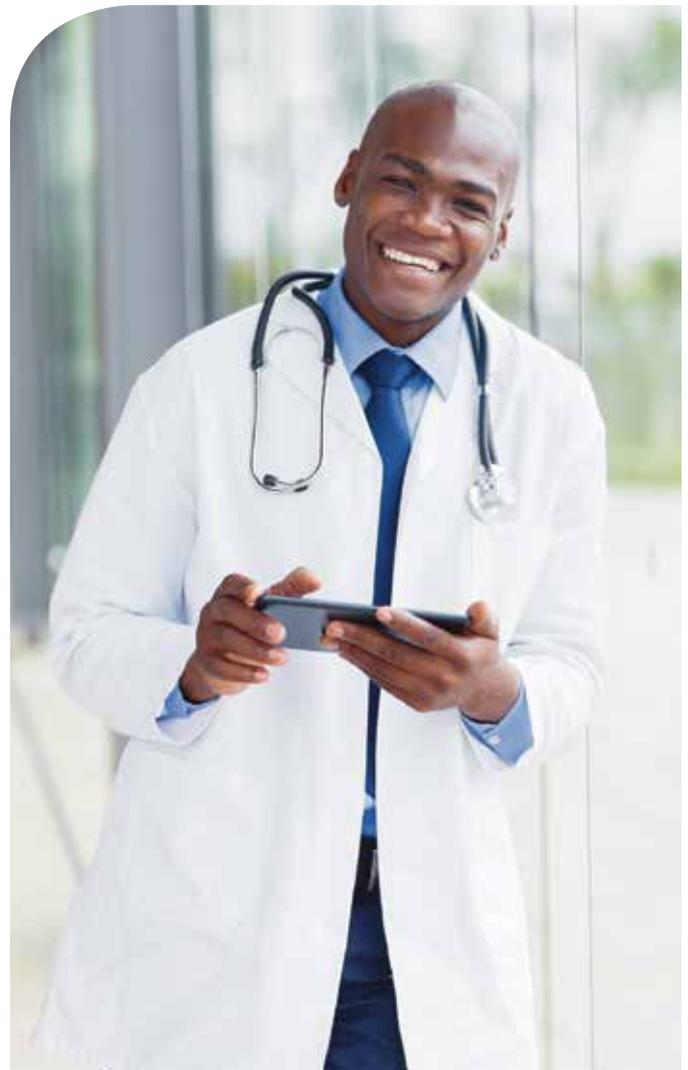
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

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/CommunityPlan. You may also call Member Services toll-free at **1-800-504-9660 (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 drugstore. 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 **1-866-827-0806 (TTY 711)**.

Say no to CO

Carbon monoxide (CO) is an invisible killer. It is a colorless, odorless gas that is produced from burning fuel. CO is produced year-round. But because windows are closed and heaters are on, the risk for CO poisoning is higher in the cooler months.

Because you cannot see or smell CO, the first sign it is in your home is often when you start to feel sick. The first symptoms include headache, fatigue or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.

If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call 911 from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- leave a car running in a garage or other enclosed space, even with the door open.
- run a generator inside your home, garage or crawl space.
- burn charcoal inside.
- use a gas range, oven or dryer for heating your home.



Get a CO detector. Every home should have a CO detector. It will alert you to high CO levels. Check the batteries at least once a year.

Resource corner

Member Advocate Hotline Get local assistance for your concerns (toll-free).
1-888-246-8140 (TTY 711)

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-504-9660 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-866-827-0806 (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

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.
@UHCpregnantCare
bit.ly/uhc-pregnancy

Our website Use our provider directory or read your Member Handbook.
MyUHC.com/CommunityPlan

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233
(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (1-800-784-8669)



COMMUNITY REWARDS

Better health is the best reward of all. Cool stuff is just an added bonus. The Community Rewards program is a way to reward your healthy habits. Earn points for things like:

- brushing teeth every day.
- reading our member newsletter.
- eating healthy.
- going to doctor visits.
- getting a good night's sleep.
- calling NurseLine.

Now here's the best part: Use your points to choose from thousands of great gifts. There is everything from song downloads to bikes to cookware. Yes, good health has always been a good idea. This just makes it more fun and rewarding.

 **Join today.** Eligible members can join at **UHCCommunityRewards.com**. You'll need your ForwardHealth ID number when you go to sign up.

Bright eyes



5 ways to prevent diabetic eye disease

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 **1-800-504-9660 (TTY 711)** to find out if you can join.