



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. It's available now.



## Help us help you

### Have you taken a Health Assessment?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call 1-877-542-9238 (TTY 711) and complete it over the phone. You can also ask that a paper copy be mailed to you.



**It's private.** Your answers are confidential. They will not reduce your health care coverage in any way.





# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For older adults, this may include colorectal cancer and diabetes screening. Men may get prostate cancer screening. Women may get mammograms. Cholesterol and blood pressure screenings are also covered.

## COVERED: COLONOSCOPY

At age 50, screening for colorectal cancer should begin. A good way to test for this cancer is with colonoscopy. This test uses a camera to look at your colon. It also removes polyps, which are lumps that can become cancer.



**What do you need?** Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.

## Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-877-542-9238 (TTY 711)**.



# The right dose

## 4 tips for people who use antidepressants

Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to switch medications. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



**Follow up.** If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.



## Working Healthy and the WORK program

Many people with disabilities want to work. But they worry that doing so could cut their health care and long-term care coverage. Working Healthy helps people with disabilities work while keeping their KanCare coverage. Through Working Healthy, people can earn more and save more. They can meet their career goals, and still keep their health coverage.

WORK is part of Kansas Working Healthy. WORK helps people who need personal assistance services to live and work in their community. WORK services and supports include:

- **PERSONAL SERVICES.** This could include, but is not limited to, help bathing, dressing or preparing meals.
- **ASSISTIVE SERVICES.** This could be a ramp for your house or a piece of medical equipment to improve your health.
- **AN INDEPENDENT LIVING COUNSELOR.** The counselor can help set up WORK services. The counselor can also help you to find other services in your community.



**Questions?** Contact the Working Healthy Benefit Specialist. Find the benefit specialist for your county at [kdheks.gov/hcf/workinghealthy/benefits.htm](http://kdheks.gov/hcf/workinghealthy/benefits.htm).



# In the zone

## Your asthma action plan

If you have asthma, work with your doctor to create an asthma action plan. It will help you control your asthma. It explains your medications. It tells you what to do when your symptoms get worse. It tells you when you may need to add a medication, call your doctor or go to the hospital. An asthma action plan has three zones:



- **GREEN:** You feel well. Keep taking your long-term control medications.
- **YELLOW:** You are having asthma symptoms. You may be coughing or wheezing. Your chest could feel tight. You might be having trouble working or exercising. Slow down and take your quick relief medicine.
- **RED:** You are having severe symptoms. Your quick relief medicine is not helping enough. Get immediate medical attention.

## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-877-542-9238 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-855-575-0136 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

### Working Healthy and WORK Program

Get information about working with a disability without losing your coverage.

**[kdheks.gov/hcf/workinghealthy](http://kdheks.gov/hcf/workinghealthy)**

**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)**



**Join us.** We offer disease management programs. They help people with asthma, diabetes, coronary artery disease, heart failure and COPD manage their health. You can get advice from a nurse and reminders about your care. To learn more, call toll-free **1-877-542-9238 (TTY 711)**.

## HEALTH4ME

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider
- call Nurseline
- view your ID card
- contact Member Services



**Connect.** Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.

