



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

Flu season can actually last for three seasons: fall, winter and spring. You can prevent seasonal flu all year long with a flu vaccine. Anyone age 6 months and older should get a flu vaccine each fall. There is no cost to you if you get it at your PCP's office.



## 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/Community Plan](http://myuhc.com/CommunityPlan). Or, call 1-800-641-1902 (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 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 children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

## COVERED: PRE-TEEN VACCINES

11- to 12-year-olds need three vaccines:

- tetanus, diphtheria and pertussis (Tdap)
- human papillomavirus (HPV)
- meningococcal (MCV4)

In addition, teens need a booster of MCV4 at age 16.



**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.

# Sharing our results

UnitedHealthcare Community Plan has a Quality Improvement Program. It works to give our members better care and services. Each year we report our results.

## HEALTH RESULTS

In 2014, our goals included increasing the number of members who had:

- infant, child and teen well visits
- breast cancer screenings
- pap smears
- lead screens

In 2015, we found that more children were receiving lead screenings. Also, more women were getting mammograms. Plus, many more members were having their body mass index (BMI) measured. However, we found that not enough children ages 3–6 years old were having annual well visits.

In 2015–2016, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for infants and young children.
- prenatal and postpartum visits for women.

## MEMBER SATISFACTION RESULTS

UnitedHealthcare Community Plan welcomes your feedback to improve our services and programs. We do this through member satisfaction surveys. They show how well we are meeting our members' needs. Our 2015 surveys showed improvement in several measures. These include how our members rated their specialists, their medical care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-800-641-1902 (TTY 711)**.



# Baby showers

## Helping people live healthier lives

Thank you for being a UnitedHealthcare Community Plan member. Our mission is “Helping People Live Healthier Lives.” We are in your community sharing resources and providing education.

UnitedHealthcare Community Plan has partnered with community organizations to sponsor baby showers. We invite expecting mothers and new parents to attend. A guest speaker informs the families of the importance of prenatal visits, postpartum exams, baby’s well-child care and immunizations. Expectant moms and new moms meet with health experts and community partners to get answers to questions about their pregnancy. They get tips for taking care of their babies.

During the baby shower, families can participate in a drawing for prize items that include baby-care items and health care resource materials. Every family also leaves with a gift bag to help baby get started.



**Baby Blocks.** Baby Blocks is a free online wellness incentive program for pregnant women and new moms. Members get email appointment alerts and wellness-related text messages. They can ask questions to maternity nurses. Moms can even earn reward gifts for keeping doctor appointments. Visit [UHCBabyBlocks.com](http://UHCBabyBlocks.com) for more information.



## Healthy First Steps

Whether you’re expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you’re pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use
- eat well
- exercise safely
- prepare for labor

Your support doesn’t end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment)
- choose a doctor for your baby
- find local resources such as Women, Infants and Children (WIC)



**Expecting?** For a happy and healthy pregnancy, enroll today. Call **1-877-813-3417**, Monday–Friday, 8 a.m.–5 p.m. Central time. Healthy First Steps is already part of your benefits, so there’s no extra cost to you.

## Resource corner

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

New hours: Monday–Friday, 7 a.m.–7 p.m.

**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).

**1-877-813-3417 (TTY 711)**

**UHCBabyBlocks.com**

**Behavioral Health Services**

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

**Superior 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**

**KidsHealth** Get answers to your questions about children's health.

**UHCommunityPlan.com/NEKids**

## 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.



**Join us.** We offer disease management programs. They help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To learn more, call toll-free **1-877-856-6351 (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.



Scan to download mobile app.