



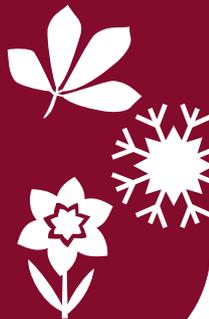
THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## 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.



## Culture club

We speak your language.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs.

If you need to receive care in a language other than English, we can help. We can arrange translation services over the phone. We can also have an interpreter meet you at your doctor's office. We can provide signers for the deaf. We can also provide materials for members with visual impairment.



**Get help.** Need to receive care or information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.





# 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 **1-888-887-9003 (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 try more than one drug. 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.



**i 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.



## Take a walk

Walking is a great way to exercise. It's relaxing, it's easy to work into your schedule and it's free. Plus, there are lots of health benefits. Walking for just 30 minutes a day can improve your health in many ways, including:

- **IMPROVING BLOOD SUGAR:** Exercising can help you keep a healthy blood sugar level. Besides eating well, it's the most important thing you can do. If you have diabetes, walking can go a long way.
- **LOWERING CHOLESTEROL:** Walking increases the level of good cholesterol and decreases the bad. This can help prevent heart problems.
- **WEIGHT LOSS:** If you weigh 150 pounds, walking for a half hour burns more than 100 calories. You don't need to run to lose weight.
- **BETTER MOOD:** Exercise decreases stress. It can also improve sleep and create a feeling of well-being.



**Ask your doctor.** Talk to your doctor before beginning an exercise program. If you have a disability, your doctor can suggest other ways you can get active.



# 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).  
**1-888-887-9003 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-888-887-9003 (TTY 711)**

**Your Service Coordinator** Talk to your Service Coordinator (toll-free).  
**1-800-349-0550 (TTY 711)**

**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)**



**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 **1-888-887-9003 (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.

