DID YOU KNOW?
More than 9 in 10 children have received the measles, mumps and rubella vaccine.

*U.S. Centers for Disease Control and Prevention

Your UHC
Information at your fingertips

You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can print your ID card, find a provider, take a health assessment, learn about your benefits, and more. Register today and start getting more from your benefits. It’s quick and easy:
1. Go to myuhc.com/CommunityPlan.
2. Click on Register Now. You will need your member ID card, or you can use your Social Security number and date of birth to register.
Welcome to the community!

Make the most of your membership.

Thank you for choosing a path to better health with UnitedHealthcare Community Plan. We’re here for you from the start. We want you and your family to grow and stay healthy. We are here to help you and your ‘ohana live healthier lives because your quality of life is important to us.

UnitedHealthcare Community Plan takes pride in helping our members live healthier lives through a dedicated team right here in the islands of Hawai‘i.

UnitedHealthcare is a health benefits company making a difference in the lives of 37 million members nationwide, and we bring the resources and expertise to serve you across the islands. Our experienced care team understands how to help you on the right path to better health and to help guide you through your health care experience with care and compassion. We offer a few tips on how you can get the most out of your membership with UnitedHealthcare Community Plan.
**CHOOSE A PRIMARY CARE PROVIDER (PCP)**

Within 10 days of receiving your new member welcome kit, you must choose a PCP. If you do not choose one, we will assign you a PCP. You can change your PCP at any time during the year by calling Member Services.

- **WHAT IS A PCP?** Your primary care provider is called a PCP. Some PCP offices will have nurse practitioners, nurse midwives and physician assistants to help with your health care needs. They provide care with the help of your PCP. If you have complex health care needs, a specialist can be your PCP. We can also help you find a specialist. Some PCPs are part of large group practices or Federally Qualified Health Centers (FQHC). Others may be smaller, independent practices.

- **WHY DO YOU NEED A PCP?** Your PCP is the best person to start taking care of your health. Your PCP sees you for regular checkups or when you are sick. PCPs provide preventive care in addition to directing you to the best place for some of your medical problems.

**MAKE AN APPOINTMENT WITH YOUR PCP**

Some people think, “I don't need to see a primary care doctor if I'm not sick,” or “Only children need checkups.” The truth is everyone needs a checkup and preventive screenings. Simple tests during a visit with your PCP can reveal health problems, such as high blood pressure or diabetes, that may go unnoticed, leading to more serious issues later in life. So, make an appointment with your PCP for your annual physical as soon as you can. Regular tests and checkups with your doctor can protect your health.

**KNOW WHAT IS COVERED**

QUEST Integration with UnitedHealthcare Community Plan is a Medicaid managed care program that provides health care coverage to Medicaid-eligible Hawai‘i residents. With UnitedHealthcare Community Plan, you will receive all of your regular Medicaid benefits. Understanding your benefits would prepare you in the event that you may need to use your benefits in unforeseen situations such as an accident.

**OTHER SERVICES AVAILABLE**

In addition to your regular Medicaid benefits, UnitedHealthcare Community Plan offers a variety of services to help you manage your health. As our member, you can get:

- **MEMBER ORIENTATION AND WELCOME CALL.** Once you enroll, you will receive your member ID card and handbook in the mail. We will also welcome you with a phone call and invite you to attend a member orientation session.

- **24/7 NURSELINE AND ONLINE NURSE CHAT.** With our 24/7 NurseLine, you get answers and advice anytime — even in the middle of the night and on the weekends. Just call, or use our confidential online live Nurse Chat.

- **CUSTOMER SERVICE.** Our team is based right here in Hawai‘i.

- **PRESCRIPTION HOME DELIVERY.** If you want, you can have your prescriptions delivered right to your home.

- **QUARTERLY NEWSLETTERS.** We’ll send you a quarterly newsletter with frequent updates and information, tips and advice for developing healthy habits.

- **WEBSITE.** If you have access to a computer and the internet, register your member account online by going to myuhc.com/CommunityPlan. Our website provides information and tools for you to manage your health.

Thank you for choosing a path to better health with UnitedHealthcare Community Plan. We’re here for you from the start. We want you and your family to grow and stay healthy. We are here to help you and your ‘ohana live healthier lives because your quality of life is important to us.

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**Know your benefits.** Your Member Handbook explains your benefits. Call Member Services toll-free at 1-888-980-8728 if you have any questions. Remember to ask about rules that may apply.
Partners in health

You and your PCP

When you joined UnitedHealthcare Community Plan, you chose a primary care provider (PCP). If you did not choose one, a PCP was chosen for you. Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can’t provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, choose a new one.

When you see your PCP, tell him or her about any prescription medication, vitamins or over-the-counter medication you take on a regular basis. Bring a written list with you.

It’s important that your PCP knows about all your health care. Tell him or her about other providers you see, such as specialists. Include mental health or substance abuse care if you get it. Mention any medications or treatments other providers have prescribed for you. Ask other providers to send copies of any test results or findings to your PCP.

Find Dr. Right. You can change your PCP at any time. For a list of participating providers, visit myuhc.com/Community Plan or call Member Services toll-free at 1-888-980-8728 (TTY 711).

COST SHARING AND PRESCRIPTION MEDICATIONS

Members may have to share in the cost of health care services. This is based on Medicaid financial eligibility. Your State of Hawai‘i Medicaid eligibility worker will figure the amount of your cost-share. They will let both of us know.

If you have a cost share, you must pay this to one of your providers every month. We will let you know if you pay this to one of your providers or to us. Except for any cost-sharing amount you may have to pay, you do not pay anything for services covered by QUEST Integration. You only pay for services when they are not covered by QUEST Integration or when you get non-emergency services without following the UnitedHealthcare Community Plan rules for prior authorizations. In these cases, the provider must talk to you first about paying for services. You must agree in writing about the cost and how to pay. Even if you fail to pay for those services, you can still keep your QUEST Integration eligibility.

If you have Medicare, your Medicare Part D plan will cover most of your medications. You may have a Medicare Part D copayment for your medications. There are some medications that are not covered by Medicare Part D. UnitedHealthcare Community Plan QUEST Integration may cover these medications. Don’t forget to bring your Medicare Part D and your QUEST Integration member cards.

See your Handbook. See your Member Handbook for details about your benefits and ways you may help pay for your healthcare. The Handbook is available online at myuhc.com/Community Plan. You can also have one mailed to you by calling Member Services toll-free at 1-888-980-8728 (TTY 711).
Sweet heart

The ABCs of heart disease with diabetes

People with diabetes are at high risk for heart disease. That’s one reason why it’s so important to keep diabetes under control. Watch your blood sugar. Exercise regularly. And remember the ABCs of heart disease and diabetes:

A IS FOR A1C. This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

B IS FOR BLOOD PRESSURE. Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor’s visit. Your blood pressure should be below 130/80 mmHg.

C IS FOR CHOLESTEROL. Your LDL (“bad”) cholesterol should be under 100 mg/dL. Your HDL (“good”) cholesterol should be over 50 mg/dL for women and 40 mg/dL for men. Have your cholesterol checked every year. If it’s high, it should be checked more often while you work to control it.

Bring it down

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

1. MAINTAIN A HEALTHY WEIGHT. Lose weight if your doctor says you should.

2. GET MOVING. Aim for 30 minutes of moderate activity a day.

3. EAT WELL. Eat more fruits, vegetables and lean proteins. Reduce saturated fat. Read labels on packaged foods.

4. REDUCE SODIUM. Choose other spices to add flavor to foods. Limit processed and restaurant foods.

5. LIMIT ALCOHOL. One drink a day for women or two for men is a moderate amount. Or, don’t drink any alcohol.

6. TAKE YOUR MEDICINE. If your doctor prescribes blood pressure medicine, take it as directed. Use notes, alarms or phone calls to help you remember.
CHICKEN CORN WRAPS

The sun-dried tomatoes add an unexpected flavor to a chicken and vegetable wrap. Makes four servings. At under 250 calories, these wraps make a great brown-bag lunch along with a piece of fruit.

INGREDIENTS
1 cup corn, fresh or frozen (thawed)
½ cup chopped fresh tomato
¼ cup chopped soft sun-dried tomatoes*
¼ cup chopped onion
2 Tablespoons olive oil
1 Tablespoon red wine vinegar
1 cup cooked, shredded chicken breast
4 whole wheat tortillas, 6-inch
2 cups chopped romaine lettuce

PREPARATION
Combine corn, tomato, sun-dried tomatoes, onion, oil and vinegar in a medium bowl. Divide chicken among tortillas. Top with equal portions of the corn salad and lettuce. Roll up. Serve the wraps cut in half, if desired.

*Note: If you can only find dry (and hard) sun-dried tomatoes, soak them in boiling water for about 20 minutes before using.

Is it Alzheimer’s?

Know the warning signs.

Minor memory problems can be a normal part of aging. However, Alzheimer’s disease and other forms of dementia are not. Alzheimer’s is a brain disease that gets worse with time. It is the sixth-leading cause of death in the United States. Early detection and treatment can help with symptoms. It can also help families learn how to cope with the disease. The Alzheimer’s Association lists some warning signs you should know:

1. MEMORY LOSS: Forgetting new information or important dates and events. Asking the same questions over and over.
2. TROUBLE WITH PLANNING OR FAMILIAR TASKS: Tasks such as following a recipe or driving to a familiar location may be harder. They may take much longer than they used to.
3. NOT KNOWING TIME OR PLACE: Losing track of the seasons, dates or what time of day it is.
4. PROBLEMS SPEAKING OR WRITING: Trouble following a conversation. Not remembering words or using words incorrectly.
5. LOSING THINGS: Putting things in unusual places. Not being able to retrace where an item may have been left.
6. MOOD AND PERSONALITY CHANGES: Becoming confused, depressed, fearful or anxious. Being easily upset when out of his or her comfort zone.

Seeing warning signs? Talk to your primary care provider (PCP) right away. Visit the Alzheimer’s Association at alz.org or call their 24/7 helpline at 1-800-272-3900 to learn more.
Volunteers and Dr. Health E. Hound handed out special treats to keiki at the Kaimuki District Park Annual Easter Egg Hunt held on March 28.

UnitedHealthcare Community Plan staff volunteers were at the 23rd annual Filipino Fiesta on May 9 to share physical activity games with both young and old eventgoers.

As main title sponsor of the YMCA Healthy Kids Day on Oahu, UnitedHealthcare Community Plan presented the YMCA with a $10,000 check on April 11.

Staff from East Hawai‘i on the Big Island volunteered at the 18th annual Hilo Heart & Stroke Walk held on March 7.

UnitedHealthcare Community Plan of Hawai‘i distributed close to 400 long stemmed roses at the New Hope Oahu ministries on Mother's Day.

UnitedHealthcare Community Plan staff supported the March of Dimes across all islands. They have raised close to $6,000 so far through walks, and continue to raise funds.

Our field service coordinators attended the 10th annual Wai‘anae Keiki Spring fest on May 10 on the beautiful Wai‘anae coast.

On February 14th, keiki 12 and under competed in a 2-mile run around the Neal S. Blaisdell Center in the 2015 Keiki Great Aloha Run. UnitedHealthcare in part sponsored the event.
We speak your language

This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer large print, braille, sign language and audio. Call us toll-free at 1-888-980-8728. (TTY 711).

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-980-8728 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-888-980-8728 (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)

Daytoy a dokumento ket aglaon ti napateg nga inpormayon manipud ti UnitedHealthcare Community Plan. Daytoy a dokumento ket addaan kopya ti Ilocano, Vietnamese, Chinese (Traditional) ken Korean, ket mabalimno ti dumawat ti kopya daytoy. No masapul mo daytoy ti sabali pay a pagsasao, mabalim mo a dawaten nga ibasa da kenka ti uray anya a pagsasao. Awan ti mabayadan. Maipaay mi pay ti dadakkel a printa ti braille, sign language ken audio. Umawag ka kadakami toll-free iti numero a 1-888-980-8728. (TTY 711)


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