



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK

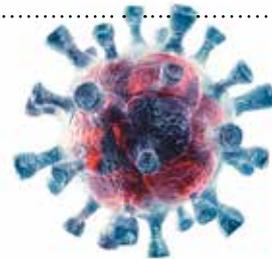


Did you know?

When you feel sick, antibiotics are not always the answer. Antibiotics kill bacteria. Viruses cause colds and the flu. Antibiotics do not help with viruses.



Be flu free



Get your flu vaccine soon.

Flu season is coming. The flu spreads easily. It can make you feel awful and cause you to miss several days of work or school. It can also be dangerous or even deadly.

The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Following these tips can also help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose, or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water, and get enough sleep.



Your best shot. There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me** app to find a location near you.

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You can quit

Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease and early death. Nearly 42 million people in the United States smoke. Are you one of them?

Quitting smoking is not easy. It's a physical and mental addiction. Medicine and support can help. Pick a date and make a plan. The Great American Smokeout is a good day to quit — even if it's only for one day. This year's date is Nov. 17.



You can do it. Talk to your primary care provider (PCP) about quitting. You can also call the KanQuit Line toll-free at **1-800-QUITNOW (1-800-784-8669)** for free help. Visit cancer.org/smokeout for more resources.



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.

Last year one of our goals was to increase the number of eye exams, HbA1c, and kidney function tests that our diabetic members have. We found that more of our diabetic members had these tests done. This year our goal for our diabetic members is not just more tests, but better test results.

Another one of our goals was to increase the number of women who saw their doctor 3–8 weeks after having a baby. We found that more of our patients had these visits. This year we will focus on helping pregnant women start seeing their providers early and going throughout their pregnancy.

In the coming year, we want to increase the number of members who have dental checkups. Plus, we want to make sure more children have yearly checkups.

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2016 surveys showed overall improvement in how our members rated their health care. This year we will work on improving satisfaction. We will improve the materials and information that we provide. Our goal is for members to better understand their health plan benefits.



Get it all. Want to know more about our Quality Improvement program? Call Member Services or visit myuhc.com/CommunityPlan.

Know the risks

Breast cancer is the second most common form of cancer among women. There are many risk factors for breast cancer. Most of them are out of your control, like family history. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for most women 40 and over to get a mammogram every two years. This breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught early.

Talk to your doctor about your breast cancer risk. Your doctor may suggest a different screening schedule for you. Some women should start screening earlier or get different tests. Others need mammograms less often.



Know your benefits. Do you have questions about your benefits for breast cancer detection and treatment? See your Member Handbook or call Member Services.



Lighten up

Heart-healthy green bean casserole recipe

Green bean casserole is a holiday favorite. But it can be loaded with salt, fat, and calories. Try this healthy version from the American Heart Association instead. At just 77 calories and 138 mg of sodium per serving, your heart will thank you.



Ingredients

- 1 lb. frozen green beans, thawed
- 10.5 oz. low-sodium cream of mushroom soup
- ½ cup low-fat sour cream
- ½ tsp. pepper
- 1 small onion, cut into thin strips
- nonstick cooking spray
- ¼ cup flour

Directions

1. Preheat oven to 350 degrees.
2. In a 9x13 casserole dish, combine green beans, soup, sour cream, and pepper. Stir until well mixed. Bake for 20 minutes.
3. While casserole bakes, spread out onion sticks. Lightly spray with cooking spray.
4. Sprinkle flour over onion pieces, tossing to coat.
5. Spray a medium-large skillet with cooking spray. Heat to medium-high heat. Add onions and cook until crispy.
6. Remove casserole from oven. Add ½ onions and stir well.
7. Top with remaining half and return to oven. Bake 5 minutes more.

Serves 8



Cook light. Visit heart.org for more recipes and tips for a heart-healthy lifestyle.

Know your numbers

Almost one in three adults have high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is called prehypertension.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease, and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two (or less) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your provider. If lifestyle changes are not enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.





Call us

We're here for you.

We are always working to make your experience with UnitedHealthcare Community Plan the best it can be.

Call one of our member advocates when you have a question or need help with your health plan. A member advocate can help you:

- find a primary care provider (PCP) and schedule an appointment
- get answers about your benefits
- enroll in the Community Rewards program so you get rewarded for managing your health
- ensure you get the most out of your plan

 **Give us a call.** Our toll-free number remains the same. Call **1-877-542-9238 (TTY 711)**. We're here for you.



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 and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.

myuhc.com/CommunityPlan
Health4Me

KanQuit Line Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (TTY 711)
smokefree.gov

National Domestic Violence Hotline

Get 24/7 support, resources, and advice for your safety (toll-free).

1-800-799-SAFE (TTY 1-800-787-3224)
thehotline.org

The waiting game

When you call to make an appointment with a provider, tell the office why you need to be seen. You should be able to get appointments in the following timeframes:

- Emergency: immediate
- Urgent PCP visit: same day
- Routine PCP visit: within 14 days
- Specialist visit: within 30 days of referral
- Post-hospital discharge visit: within 7 days



Not sure? NurseLine can help you decide the best place to get care. Nurses can also help you with self-care. NurseLine is available 24/7 at **1-855-575-0136 (TTY 711)**.