



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

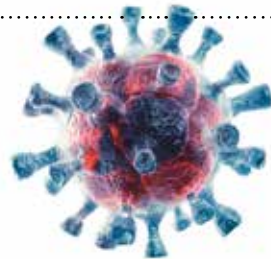


## Watch and learn

Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) for short introductions to your health plan. These videos explain how to get the most out of your benefits. They are great for both new and experienced members.



## 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](http://myuhc.com/CommunityPlan) or use the **Health4Me** app to find a location near you.

United Health Group  
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# Growing up

## Teach teens to take charge of their health.

Teenagers can start learning to be health care consumers. Becoming involved with their own care can help teens build self-esteem and become more independent. Parents can teach their teens health care skills such as:

- making medical and dental appointments
- writing a list of questions to ask at appointments
- talking with the provider
- filling out forms
- understanding medications

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



**We can help.** UnitedHealthcare Community Plan can help your teen choose the right provider. Call Member Services, visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app.



## The waiting game

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following time frames:

- **Emergency:** immediate
- **Urgent PCP visit:** same day
- **Routine PCP visit:** within 30 days
- **Specialist visit:** within 30 days of referral or as clinically indicated
- **Post-hospital discharge visit:** within 7 days



**Need help?** Don't know whether to see your PCP or go to urgent care? Not sure if it's an emergency? Want advice for taking care of your minor illness or injury at home? NurseLine can help you decide where to go or what to do. Call **1-877-440-9409 (TTY 711)**, 24/7, to speak with a nurse.

# 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](http://myuhc.com/CommunityPlan).



# 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 in one phone call. A member advocate can help you:

- recommend a primary care provider (PCP) and schedule an appointment
- get answers about your benefits
- join programs that can help you manage your health
- ensure you get the most out of your plan



**Give us a call.** Our toll-free number remains the same. Call **1-866-675-1607 (TTY 711)**. We

are available 7 a.m. to 7 p.m., Monday through Friday. We're here for you.



# Walking school bus

## A great way to get to school

Walking to school instead of taking the bus or driving is good for your child. It provides daily exercise and fresh air. You can help keep your child safe along the way.

A good way to do this is to create a “walking school bus.” This is a group of adults and children who take the same route every day. The “bus” picks up and drops off children at the same stops. Ask families in your school’s area to join.

If you can’t find a group, there are other safe options. Here are a few:

- **Walk together.** Don’t let younger children walk alone. If you can’t go, ask a trusted adult. Older children should walk with a friend, if possible.
- **Cross safely.** Teach children to look for traffic and how to safely cross streets. Choose crossings with guards when possible.
- **Create a route.** Help children find a safe route to school. Tell them to stick to it and not to take any shortcuts.



## Resource corner

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

**1-866-675-1607 (TTY 711)**

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

**1-877-440-9409 (TTY 711)**

**Baby Blocks** Join a rewards program for pregnant women and new moms.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

### **Mental Illness and Addiction Crisis Line**

Get 24/7 help for behavioral health problems (toll-free).

**1-866-675-1607 (TTY 711)**

**Twitter Pregnant Care** Get useful tips, info on what to expect, and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**[bit.ly/uhc-pregnancy](http://bit.ly/uhc-pregnancy)**

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

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

**Health4Me**

**KidsHealth** Get reliable information on health topics about and for children and teens.

**[UHCCommunityPlan.com/LAkids](http://UHCCommunityPlan.com/LAkids)**