



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

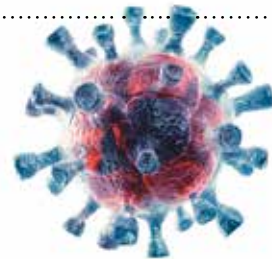


Watch and learn

Visit 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 or use the **Health4Me** app to find a location near you.



United Health Group
PAID
FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan
2717 North 118th Street, Ste. 300
Omaha, NE 68164

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 your local Quitline 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 helps our members get better care and services. Each year we report how well we are doing to improve the health care services for our members.

One of the past year's goals was to increase the number of teen members who had well visits and immunizations. We found that more of our teen members did have their well visits and received the age appropriate shots. In the coming year, we will continue to work on increasing the number of:

- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- well-baby checks for infants in the first 15 months of life

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2016 surveys showed overall improvements in:

- how our members rated the health plan
- how our members rated their health care
- how our members rated their personal doctor and specialist

We plan to continue to work on improving member satisfaction with customer service. We are excited about our new customer service model and we hope this helps the team to help members with their concerns right away. We also plan to improve our member materials and online tools.



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



Home sweet home

Helping fight homelessness in Nebraska

Men, women, and children sleep in places no one was meant to sleep. The average age of a person who is homeless in Nebraska is 9.

There are also many people and families living precariously — in homes that are unfit or unsafe. Others rely on the goodwill of friends and family, moving from couch to couch.

Many people with low incomes pay more than 30 percent of their income each month on rent, leaving them without funds for food, medicine, gas, or heat or air conditioning.

UnitedHealthcare works hard to make sure all of our members have access to the services they need. We provide benefits for care from hospitals, doctors, nurses, and pharmacies. But we realize that our members cannot focus on getting and staying well if they don't have access to safe, clean, affordable housing. This makes it hard to manage chronic illness or live independently in the community.



UnitedHealthcare Community Plan of Nebraska is working with many organizations in Nebraska to try to address these issues. We focus on affordable housing, homeless services, and prevention for those at risk of losing current housing. It's a tough battle, but this health plan has a champion to help a member navigate the resources available.



Need housing help? Call Member Services at **1-800-641-1902 (TTY 711)** and ask to be connected to the housing navigator. Or visit myuhc.com/CommunityPlan.



Growing up

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 or use the **Health4Me** app.



Resource corner

Member Services If you do not speak English, Member Services will connect you with an interpreter. 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).
1-800-599-5985 (TTY 711)
UHCBabyBlocks.com

Behavioral Health Services
1-800-424-0333 (TTY 711)

Superior Vision
1-800-879-6901

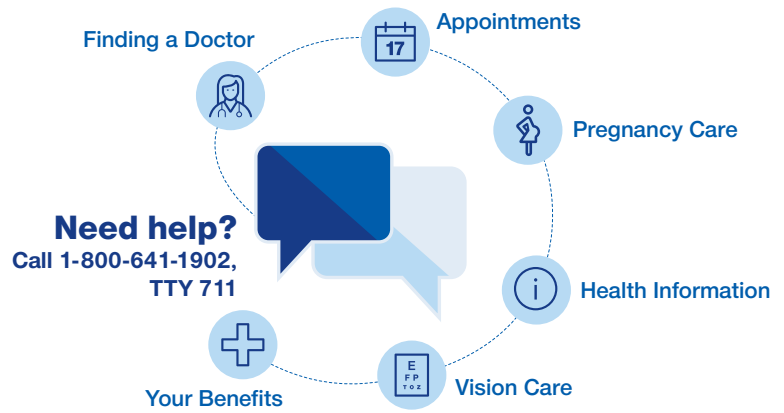
Care Management Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.
1-877-856-6351 (TTY 711)

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



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
- connect with community resources such as food, child care, job assistance, housing, and more



Give us a call. Our toll-free number remains the same. Call **1-800-641-1902 (TTY 711)**. We’re here for you.

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. In person interpreter services and signers for the deaf are available.



If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.