



# THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



## What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



## Is it a stroke?

### Know the signs

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

There are three simple tasks that can help you determine if someone is having a stroke. If someone is having a stroke, they may not be able to:

- smile
- raise both arms
- coherently speak a simple sentence



**ER Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

PRSRST STD U.S. Postage  
**PAID**  
United Health Group

UnitedHealthcare Community Plan  
2717 North 118<sup>th</sup> Street, Ste. 300  
Omaha, NE 68164



# The winter blues

## Self-care for seasonal affective disorder

Seasonal affective disorder (SAD) is a form of depression. People with SAD have symptoms of depression mostly during winter. These include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Yoga, meditation and massage therapy may also be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows when you can.
- **Brighten your environment.** Trim trees and shrubs that may be blocking the sun from your windows. Paint your walls a bright color.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



**Are you SAD?** If your symptoms don't improve, talk to your provider. You may benefit from therapy or antidepressants. For information on using your

behavioral health care benefits, call **1-800-424-0333 (TTY 711)**, toll-free.

# Stay safe

## You can prevent STDs.

Millions of young people get sexually transmitted diseases (STDs) each year. STDs are not just spread through sexual intercourse. You can get some STDs by skin-to-skin contact with an infected area. STDs are serious. They can lead to permanent damage, such as infertility, if not treated.

- **Protect yourself.** The only way to completely prevent STDs is by not having sex. If you do have sex, use a condom every time. Condoms are the only form of birth control that lower your risk of getting an STD.
- **Communicate with your partner.** Make sure you are both aware of any existing STDs or health issues. Talk about how you will prevent STDs and pregnancy. Sex should always be consensual.
- **Get tested.** Many STDs do not have noticeable symptoms. It is important to get regular examinations and tests. If you think you have an STD, don't let embarrassment keep you from seeing a doctor.



**Get screened.** Need to find a provider for your teen? Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

## Your privacy

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI
- what rights you have to your family's PHI and FI
- when we may share PHI and FI with others



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-800-641-1902 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

# By the numbers

## Could you have diabetes?

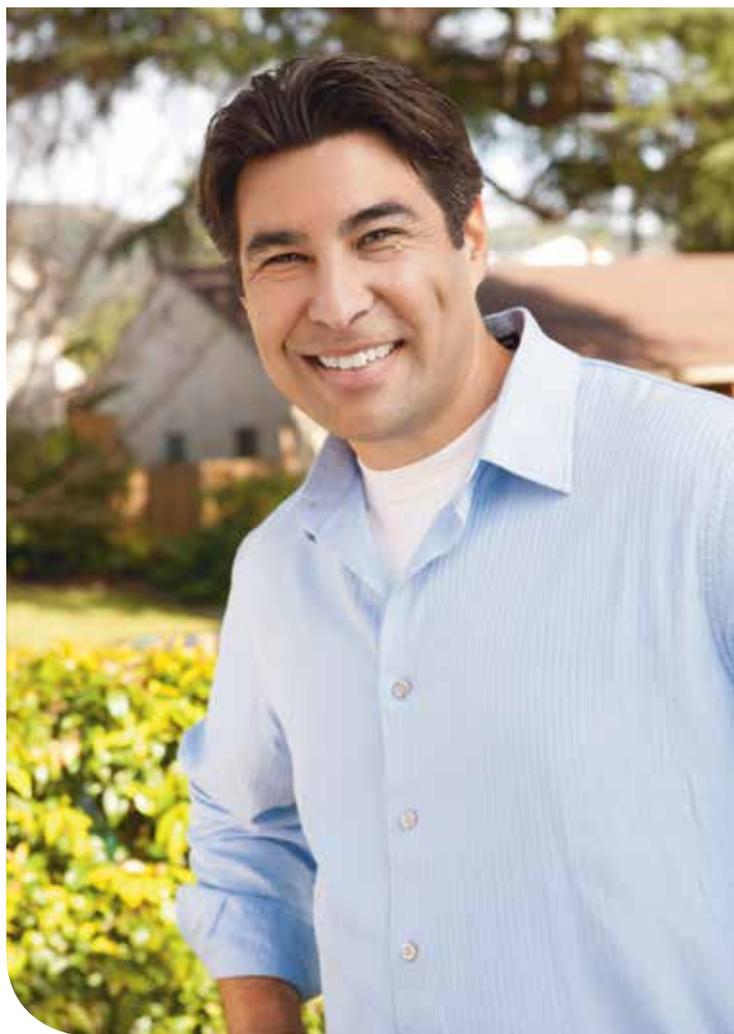
Diabetes is getting more and more common. The number of adults with diabetes has grown four-fold since 1980. If this trend continues, 1 in 3 adults will have diabetes by 2050. Consider these facts from the U.S. Centers for Disease Control and Prevention.

- 1.7 million people find out they have diabetes each year.
- Nearly one in 10 Americans now has diabetes. That's more than 29 million people.
- More than 8 million people with diabetes don't know they have it.
- More than 1 in 3 adults — or 86 million people — have prediabetes.

Many people with diabetes have no symptoms or risk factors. Untreated diabetes can cause serious problems. It can lead to heart disease or vision loss. That's why testing is important for everyone. Ask your provider if you should be tested at your next visit. Ask how you can prevent diabetes.



**Do you have diabetes?** Be sure to get all the tests your doctor says you need on time. This includes regular A1C testing. There are also tests that can prevent serious problems with your feet, eyes and kidneys.



# Say no to CO

## Stay safe this winter.

Carbon monoxide (CO) is an invisible killer. It is a colorless, odorless gas that is produced from burning fuel. CO is produced year-round. But because windows are closed and heaters are on, the risk for CO poisoning is higher in the cooler months.

Because you cannot see or smell CO, the first sign it is in your home is often when you start to feel sick. The first symptoms include headache, fatigue or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.

If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call 911 from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- leave a car running in a garage or other enclosed space, even with the door open.
- run a generator inside your home, garage or crawl space.
- burn charcoal inside.
- use a gas range, oven or dryer for heating your home.



**Use a detector.** Every home should have a CO detector. It will alert you to high CO levels. Make sure the batteries work.



## 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).  
**1-877-813-3417 (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.  
**UHCCommunityPlan.com/NEKids**



# Get it right

## Where to go for the right care, at the right time

### Your first option: Your PCP

For most illnesses and injuries, your primary care physician's (PCP's) office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your pharmacy. You can even call at night or on weekends.

**Examples:** Throat, ear, respiratory or eye infections. Colds and flu. Skin problems. Mild asthma symptoms. Stomach viruses.

### Your next option: Urgent Care

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

**Examples:** Same as PCP, plus sprains or minor broken bones. Cuts requiring stitches. Moderate asthma or diabetes symptoms needing quick treatment.

### For true emergencies: Call 911 or go to a hospital emergency room

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

**Examples:** Signs of stroke or heart attack. Uncontrolled bleeding. Serious pregnancy complications. Major asthma or diabetes symptoms.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-543-4293 (TTY 711)**.