



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.



Help us help you

Have you taken a Health Assessment?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at **myuhc.com/CommunityPlan**. Or, call **1-877-403-7876 (TTY 711)** and complete it over the phone. You can also ask that a paper copy be mailed to you.



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United Health Group

UnitedHealthcare Community Plan
9200 Worthington Rd., 3rd floor
Westerville, OH 43082



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 **1-800-895-2017 (TTY 711)**, toll-free.

Know your drug benefits

Do you know where you can get more information about your prescription drug benefits? Visit our website to learn about:

- 1. What drugs are on our formulary.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. How to get your prescriptions filled.** There are thousands of network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan** or on the Health4Me app. Or, call Member Services toll-free at **1-800-895-2017 (TTY 711)**.

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**. You may also call Member Services

toll-free at **1-800-895-2017 (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.



We can help. Our disease management program helps people with diabetes. We will send you reminders about tests you need. You can get telephone help from a nurse.

Call Member Services toll-free at **1-800-895-2017 (TTY 711)** to learn more.



Ask Dr. Health E. Hound

Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



Get it all. Learn more about vaccines and other children's health topics at KidsHealth.org.

Community Rewards

Start earning rewards for healthy activities.

Make healthy activities extra rewarding. Join UnitedHealthcare Community Rewards™. This fun new program let you earn points for three kinds of healthy activities:

1. Daily health

- brushing teeth
- exercising
- eating healthy meals

2. Knowing my plan

- taking a Health Risk Assessment (HRA)
- confirming your primary care provider (PCP)

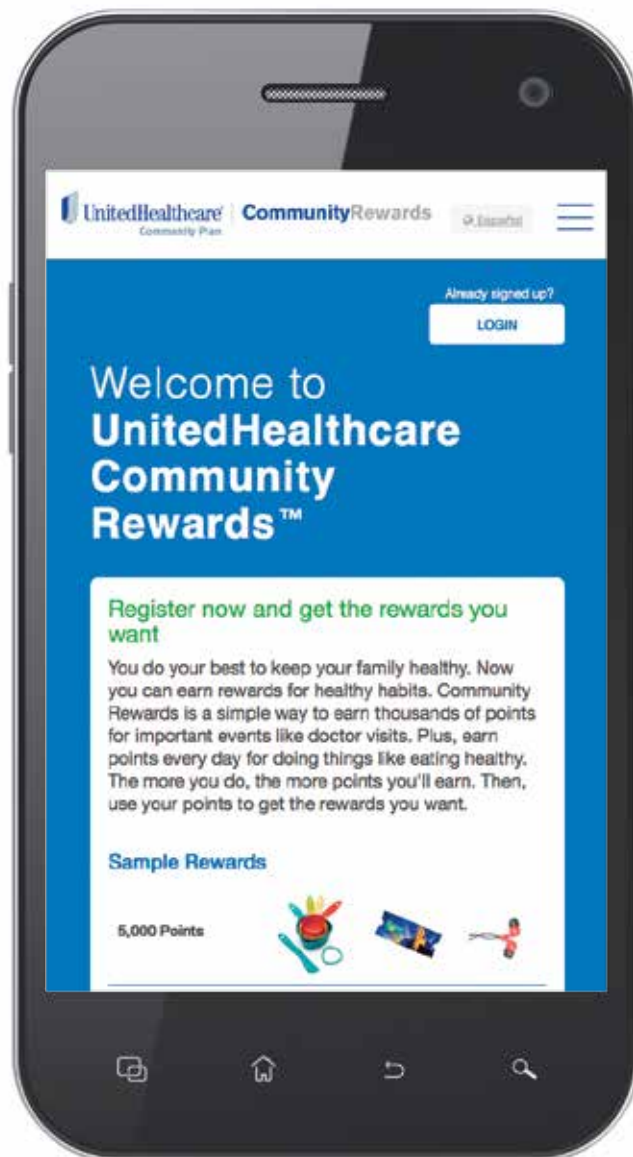
3. Health care visits

- doctor visits
- getting shots
- going to the dentist

Points can be redeemed for thousands of rewards. You can earn movie tickets, cameras, gift cards and more.



Join today. All the UnitedHealthcare Community Plan members in your household can join. Get 500 points when you sign up today. Visit [UHCCommunityRewards.com/OH](https://www.uhc.com/OH).



Get involved!

UnitedHealthcare Community Plan of Ohio Member Advisory Council meetings take place on the first Wednesday of each month. By serving on this council, you will have an opportunity to provide feedback on a variety of topics. These meetings are held to ensure that the needs of our members are being met. This is your opportunity to ask questions and express your views. We hope you will be able to join us!



Join us. For more information on how you can serve on this council and learn more about upcoming meetings, please contact Nicole Arce at nicole.arce@uhc.com.

Take charge

Get the most out of your provider visits.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. Here's how you can take charge of your health care:

1. **Think about what you want** to get out of the visit before you go. Try to focus on the top three things that you need help with.
2. **Tell your provider about any drugs** or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. **Tell your provider about other providers** you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.
4. **If you are seeing a specialist**, ask him or her for a report of the findings. Get a copy of any test results. Give this information to your regular doctor the next time you go.
5. **Write down your symptoms.** Tell your doctor how you feel. Mention any new symptoms and when they started.
6. **Bring someone for support.** He or she can help you remember and write down information.



Check out checkups. Checkups aren't just for kids. See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit myuhc.com/CommunityPlan.



Stay healthy

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **Checkups for children and adults**
- **Standard immunizations**
- **Well-woman care.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **Screenings.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.



What do you need? Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.



Resource corner

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

1-800-895-2017 (TTY 711)

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

1-800-542-8630 (TTY 711)

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

UHCBabyBlocks.com

Healthy First Steps Get pregnancy and parenting support (toll-free).

1-877-813-3417 (TTY 711)

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

@UHCPregnantCare

@UHCEmbarazada

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
Health4Me

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

KidsHealth.org



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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 **1-800-542-8630 (TTY 711)**.