



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille, or audio tape), please call the Member Helpline at **1-800-348-4058, TTY 711**.



## Generics save money



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-800-348-4058, TTY 711**.

## Fight the flu

### Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. The flu can affect people differently. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

**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's) 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.



# Top quality

## Our quality improvement results


UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year, one of our goals was to increase the number of members who had dental checkups. We sent members information about how important it is to have regular dental checkups. We found that in many areas, more of our members did go for dental checkups.

Another goal we had was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-348-4058, TTY 711.**




## Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency

 **Check it out.** To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call us toll-free at **1-800-348-4058, TTY 711.**

# Ask Dr. Health E. Hound®

## Q: How much screen time is too much?

**A:** Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets, and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time. For children over the age of 2, the AAP says no more than two hours of screen time per day.

There are some positives to screen time. The internet, social media, and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life.

But studies say using too much technology can lead to attention problems, and sleep and eating disorders. It can also contribute to being overweight. There are several ways you can limit your child's screen time:

- Set up rules.
- Create time limits.
- Limit what your child sees.
- Keep televisions, tablets, and computers out of your child's room.
- Set an example by staying active with physical and outdoor activities.




## Quitting time

### Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? That is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.

 **You can do it.** The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit [QuitNow.net](http://QuitNow.net) or call **1-800-227-2345**, **TTY 711**.



## Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch 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 your teen choose the right provider. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call Member Services toll-free at **1-800-348-4058**, **TTY 711**.



## Resource corner

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

**1-800-348-4058, TTY 711**

**Our website and app** Find a provider, read your Member Handbook, or see your ID card, wherever you are. [Updated Member Handbooks are available October 1.](#)

[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)  
**Health4Me™**

**MyHealthLine™** If you qualify, you can get a smartphone and a monthly service plan at no cost.

[UHCmyHealthLine.com](http://UHCmyHealthLine.com)

**Healthy First Steps®** Get support throughout your pregnancy.

**1-800-599-5985, TTY 711**

**Baby Blocks™** Get rewards for timely prenatal and well-baby care.

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

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-800-348-4058, TTY 711.**

## Baby be safe

**You can avoid giving your baby HIV.**

Without treatment, pregnant women with HIV are likely to give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



**Pregnant?** Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).

## Back-to-school word search

BACKPACK	FRIENDS	PLAYGROUND							
BOOKS	LEARN	TEACHER							
CLASS	PENCIL								
J	A	X	U	P	D	J	D	N	P
Q	H	I	E	G	A	T	L	L	R
S	K	C	A	P	K	C	A	B	E
C	D	S	L	D	E	Y	L	L	H
D	M	N	N	A	G	T	I	E	C
Q	C	L	E	R	S	C	U	A	A
H	D	Q	O	I	N	S	J	R	E
I	E	U	O	E	R	X	X	N	T
Z	N	U	P	Q	A	F	W	L	S
D	B	O	O	K	S	T	Z	I	U