



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



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Phoenix, AZ 85004

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.**

Quitting time

Join The Great American Smokeout.

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



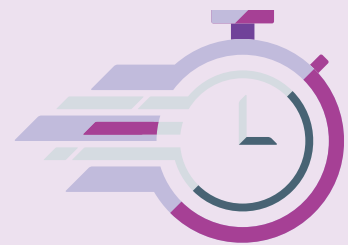
You can do it. The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit QuitNow.net or call **1-800-227-2345, TTY 711.**

Schedule your screening

Do you need a mammogram?

Breast cancer is one of the most common cancers in women. More than 250,000 women will be diagnosed with it this year. It is the second leading cause of cancer death in women. However, thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.



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 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
Health4Me™

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

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

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**.

Healthy First Steps

Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy
- Give you information about HIV testing and treatment



Join now! We'll send a welcome packet with a special gift. Just call **1-800-599-5985, TTY 711**. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at **UHCBabyBlocks.com** and get a \$20 gift card.