



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Did you know?

There are 17.7 million adults in the United States with asthma. This is 7.4 percent of the over-18 population.




## Texting trouble

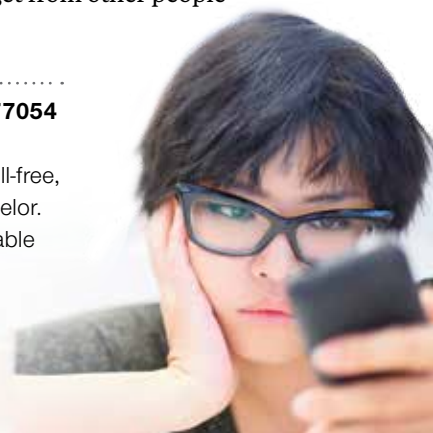
### Abuse can come over the air

Did you know that one in three teenage girls in the United States is a victim of dating abuse? Dating abuse isn't always physical. Among teens and young adults, texting is one way abusers control their victims. An abusive partner may:

- Text you too much
- Use text messages to keep track of where you are
- Ask you to send inappropriate photos of yourself
- Send you inappropriate photos of him or herself
- Insist on reading texts you get from other people
- Text threats

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 **OMG.** Text "loveis" to **77054** or call **1-866-331-9474**, **TTY 1-866-331-8453**, toll-free, to chat with a dating abuse counselor. Help and information is also available at [loveisrespect.org](http://loveisrespect.org).



# Side effects

## Is your medication causing cavities?

A dry mouth is a side effect of more than 500 common medications. Having a dry mouth can cause cavities. Tell your dentist about the medications you are taking. He or she can help you treat a dry mouth and prevent cavities. You'll also feel more comfortable. Tips for treating a dry mouth include:

- Use a spray or mouthwash made for people with a dry mouth.
- Drink plenty of water.
- Ask your doctor if you should change medicines.
- Chew sugar-free gum or suck sugar-free lozenges.
- Avoid alcohol, coffee, soda, and fruit juices, which can irritate your mouth.



**Learn more.** Get more tips from the American Dental Association at **MouthHealthy.org**. They have information for people of every age.

## Know your numbers

Almost one in three adults have high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is called prehypertension.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease, and congestive heart failure. There are several things you can do to control your blood pressure:

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two (or fewer) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



**See your provider.** If lifestyle changes are not

enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.



## The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



**Questions?** Just call Member Services toll-free, Monday–Friday 7:45 a.m.–4:30 p.m., at **1-888-980-8728, TTY 711.**

## By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when, and how to get primary, after-hours, behavioral health, specialty, hospital, and emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to request an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse



**Get it all.** You can read the Member Handbook online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free, Monday–Friday,

7:45 a.m.–4:30 p.m., at **1-888-980-8728, TTY 711**, to request a copy of the handbook.



## Culture club

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 interpreters and signers for the deaf are available. Your doctor's office can help you with coordination.

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.



**Get help.** Need to receive information in a language other than English? Want to get materials in another format? Call Member Services toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m., at **1-888-980-8728, TTY 711**. Interpreters are available.

## Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year.** Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.



**We can help.** UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call Member Services toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m., at **1-888-980-8728, TTY 711**, to find out more.





# Snack away

## 8 ideas for easy low-calorie snacks

Snacks can be a part of a healthy diet. The right snacks can even help you lose weight. But it's important not to overdo it and to make the right choices. It's best to stick with whole, natural foods. Being aware of serving sizes also helps keep calories in check. Here are some simple snacks that are less than 100 calories:

- 1 hard-boiled egg
- 1 ounce of cheese
- 1 cup of berries
- 1 apple, banana, or other medium whole fruit
- 12 almonds
- 3 tablespoons hummus with celery
- 1 cup plain fat-free Greek yogurt
- 2 cups popcorn with 1 teaspoon butter

## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language toll-free, Monday–Friday, 7:45 a.m.–4:30 p.m.  
**1-888-980-8728, TTY 711**

**Our website** Find a provider, read your Member Handbook, or see your ID card.  
**myuhc.com/CommunityPlan**

**NurseLine<sup>SM</sup>** Get 24/7 health advice from a nurse (toll-free).  
**1-888-980-8728, TTY 711**

**QuitLine** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW, TTY 711**  
**smokefree.gov**

**National Domestic Violence Hotline**  
Get 24/7 support, resources, and advice for your safety (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**thehotline.org**



**Know your BMI.** Body mass index (BMI) is a number that tells you if your weight is healthy for your height. Your primary care provider can tell you what your BMI is. Or you can find a BMI calculator online.



## Make your wishes known

You have the right to say yes or no to procedures, tests, and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes known in advance. You could give your doctor the name of someone you trust. You can also write your wishes down. There are forms you can use to make this easy.



**Write it down.** Ask your doctor, clinic, or hospital for an advance directive form. You can also find simple forms online.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare  
Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130

**UHC\_Civil\_Rights@uhc.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

## English

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. **(TTY: 711)**.

## Cantonese

您需要其他語言的協助嗎？我們將會為您尋找免費口譯員，請致電 **1-888-980-8728 (TTY: 711)** 告知我們您使用的語言。

## Chuukese

En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. **(TTY: 711)**.

## French

Avez-vous besoin d'aide dans une autre langue ? Nous pouvons vous fournir gratuitement les services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. **(TTY: 711)**.

## German

Brauchen Sie Hilfe in einer anderen Sprache? Wir können Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. **(TTY: 711)**.

## Hawaiian

Pono ia oe ke kokua ma ka olelo e? Na makou e kii i kekahi mea unuhi nau, aohe uku. E kelepona i ka **1-888-980-8728** no ka hoike ana mai ia makou i kau olelo e olelo ana. **(TTY: 711)**.

## Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. **(TTY: 711)**.

## Japanese

他の言語でのお手伝いが必要ですか？無料で通訳をご用意できます。**1-888-980-8728** に電話して、ご希望の言語をお知らせください **(TTY: 711)**。

## Korean

다른 언어로 도움이 필요하십니까? 무료로 통역을 제공해드립니다. **1-888-980-8728**로 전화하여 사용하시는 언어를 알려주십시오**(TTY: 711)**.

## Mandarin

您需要其他语言的协助吗？我们将会为您寻找免费口译员，请致电 **1-888-980-8728 (TTY: 711)** 告知我们您使用的语言。

## Marshallese

Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. **(TTY: 711)**.

### **Samoan**

E te mana’o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana’o mia se fesosoani mo se faaliliu upu. **(TTY: 711)**.

### **Spanish**

¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. **(TTY: 711)**.

### **Tagalog**

Kailangan ba ninyo ng tulong sa ibang wika? Ikukuha namin kayo ng libreng tagapagsalin. Tumawag sa **1-888-980-8728** para sabihin kung anong wika ang nais ninyong gamitin. **(TTY: 711)**.

### **Tongan**

‘Oku ke fiema’u tokoni ‘iha lea makehe? Temau malava ‘o ‘oatu ha fakatonulea ta’etotongi. Telefoni ki he **1-888-980-8728** ‘o fakaha mai pe koe ha ‘ae lea fakafonua ‘oku ke ngaue’aki. **(TTY: 711)**.

### **Vietnamese**

Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. **(TTY: 711)**.

### **Visayan**

Gakinahanglan ba ka ug tabang sa imong pinulongan? Amo-a kang kuha-an og libre nga taga-hulbad. Tawag sa **1-888-980-8728** aron ipahibalo namo kung unsa ang imong sinulti-han. **(TTY: 711)**.