



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.



Take care


You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

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

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 at **1-800-542-8630 (TTY 711)**.



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



Texting trouble

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



OMG. Text "loveis" to **77054**

or call **1-866-331-9474 (TTY**

1-866-331-8453) to chat with a

dating abuse counselor. Help and information is also available at loveisrespect.org.

Recipe for health

Squash macaroni and cheese

You know vegetables are good for you. But you, or a child or adult in your family, might not enjoy them. There are many ways to get extra servings of vegetables in your diet without crunching through another salad. For example, you could add finely diced or pureed zucchini, peppers, carrots, or other vegetables to your pasta sauce. You could throw spinach into a smoothie. You could add shredded carrots, avocado, or sliced tomatoes to a sandwich. Or, you could try this recipe:

Ingredients

1 pound elbow macaroni, or shell or rotini pasta, cooked
1 butternut squash (or 1 bag frozen squash cubes), cooked
3 tablespoons butter
3 tablespoons flour
2 cups milk
2 cups shredded cheddar cheese

Instructions

If using fresh squash, remove skin and seeds. Mash squash well with a fork or puree in a blender or food processor. Set aside.

In a medium saucepan, melt butter over medium heat. Add flour. Stir well for 3 minutes. Add milk and stir. When milk starts to bubble, add cheese. Stir until melted. Add salt and pepper to taste. Add squash and stir until well combined.

Combine pasta and sauce in an ovenproof dish. Bake for 15 minutes at 325 degrees. Or, to make ahead, store in refrigerator, covered, for up to 24 hours. Bake for 45 minutes.

Serves 8.





Culture club

We speak your language.

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 at **1-800-895-2017 (TTY 711)**.

Interpreters are available.

Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy 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, call Member Services toll-free at **1-800-895-2017 (TTY 711)**.

Your privacy is important

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. 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 use it carefully. We have policies that explain:

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



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.





Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time.

To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or, call Member Services toll-free at **1-800-895-2017 (TTY 711)**.



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)**

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are. myuhc.com/CommunityPlan **Health4Me**

NurseLine Get 24/7 health advice from a nurse (toll-free). **1-800-542-8630 (TTY 711)**

Mental and Behavioral Health Get help with mental health or substance use problems (toll-free). **1-800-895-2017 (TTY 711)**

Twitter Pregnant Care Get useful tips, info on what to expect, and important pregnancy reminders. [@UHCPregnantCare](https://twitter.com/UHCPregnantCare) [@UHCEmbarazada](https://twitter.com/UHCEmbarazada)

KidsHealth Get videos, tips, and more on health topics for and about kids. UHCommunityPlan.com/OHkids

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

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.