



# HealthTALK

FALL 2018



## Plan to quit.

Every November, the Great American Smokeout asks everyone to quit smoking. You can quit for just that one day. Or it could be the first day of a permanent, healthy change.

There is no way to safely use tobacco. Make a plan to quit on November 15. Ask your provider for help quitting. Or call **1-800-QUIT-NOW (784-8669)** or visit **KSquit.org** to learn more.

## Heart smart.



### Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.



**Get tested.** The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years. People with diabetes or other risk factors should get tested each year.

UnitedHealthcare Community Plan  
10895 Grandview, Ste. 200  
Overland Park, KS 66210



## Behavioral health.

Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders.
- Depression.
- Attention deficit hyperactivity disorder (ADHD).
- Seasonal affective disorder (SAD).
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-877-542-9238, TTY 711.**

# Advance Directives.

**You have the right to make care decisions even when you can't speak for yourself.**

You can do this by making an Advance Directive. This is a written or oral statement that is made and witnessed in advance of illness or injury. It tells others how you want health care decisions made when you are not able to make them yourself.

Kansas law allows two types of Advance Directives:

- Living Wills.
- Durable Power of Attorney for health care decisions.

### Living Wills.

A Living Will states the kind of health care you want or do not want if you are not able to make your own decisions. It is called a Living Will because it takes effect while you are still living. You may wish to talk to a lawyer or provider to be sure your wishes are clear.

### Durable Power of Attorney.

A Durable Power of Attorney for Health Care lets you name someone to make medical decisions if you cannot speak for yourself. This can include decisions about life support. The person you appoint is called an agent. He or she can speak for you at any time you are unable to make your own decisions, not just at the end of your life. The Power only takes effect when the adult is disabled unless it states that it should take effect earlier. The document can also state any treatment you want to avoid.

Visit [UHCCommunityPlan.com/ks/medicaid/community-plan/member-information](https://www.uhccommunityplan.com/ks/medicaid/community-plan/member-information) and click on Advance Directive/Power of Attorney Forms. You will find a link to the State of Kansas website with more details.





# Be flu free.

## Get a flu shot this season.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. You need a flu shot each year because there are different kinds of flu every year.

If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu.

Follow these tips to help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.
- Try to avoid close contact with people who are sick.
- Cover your nose and mouth when you cough or sneeze.

 **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.

Call Member Services toll-free at **1-877-542-9238, TTY 711**, for more information. Visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app to find a location near you.

## Members only.

You can get important information about your health plan anytime at **myuhc.com/CommunityPlan**. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to **myuhc.com/CommunityPlan**.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.

Once you're logged in, you can take a health assessment. 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.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-877-542-9238, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me®**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-815-575-0136, TTY 711**

**QuitLine:** Get free help quitting smoking (toll-free).  
**[KSquit.org](http://KSquit.org)**  
**1-800-784-8669, TTY 711**

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

# Getting the right care.

## Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a doctor, it may be easier to get an appointment for a routine visit or minor sickness when you need it.

### When can your PCP treat you?

For most illnesses and injuries, your 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.

### When should you go to urgent care?

If you cannot get in to see your doctor, you can 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.

### When should you 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. If you go for a minor problem, you may need to wait a long time.



**Need help?** Call Member Services toll-free at **1-877-542-9238, TTY 711**. Need to find a provider? Visit our member website at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)** or use the **Health4Me®** app.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o nacionalidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o nacionalidad, puede enviar una queja a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

**Teléfono:**

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

**Correo:**

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

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 8:00 a.m. a 6:00 p.m.

UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

**Phone:**

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Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.