

THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Adult dental services are back.

Beginning January 1, 2018, members 21 and older may get an oral exam and cleaning twice a year. X-rays and simple extractions are also covered. Questions? Need help finding a participating dentist? Call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

## On My Way.

Get ready for the real world.

UnitedHealthcare On My Way (OMW™) is a free online resource. It helps young people deal with real-world situations that may affect their future. UnitedHealthcare OMW can help with managing bank accounts, securing housing, creating a resume, finding job training, applying for college and more. Through UnitedHealthcare OMW, you can learn about:

- **Money:** Create a budget and learn how to save money and do taxes.
- **Housing:** Understand and compare affordable housing options.
- **Work:** Create a resume and get interview tips.
- **Education:** Decide what to do after high school.
- **Health:** Learn important health information and get answers to common health questions.
- **Transportation:** Find out how to get around.



**Sign up today.** Visit [uhcOMW.com](http://uhcOMW.com). Watch the OMW video on YouTube by searching for “UnitedHealthcare Community Plan On My Way Interactive Game for Teens.”

UnitedHealthcare Community Plan  
6220 Old Dobbin Rd.  
Columbia, MD 21045

United Health Group  
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# Make a connection.

## Support is vital for mental health.

If you have mental health issues, support can help. Support can strengthen your recovery and healing. Find someone you trust to talk to. Ask a friend, family member or someone you look up to. Spending time with the people who love you can improve your overall well-being.



Support can come in many forms. Someone can help you with a specific task. They can just be there to listen. They can give you advice. Just hearing that you are on the right track can help you feel less alone. Peers can sometimes have a deeper understanding of what you are going through. You can connect with peers through group therapy with your provider. There are also 12-step and peer support resources in your community.



**Get help.** Mental health support is available through the Maryland Public Behavioral Health system by calling **1-800-888-1965**.

## 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.



## 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 **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## How can we help?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. A 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.



### It's easy.

It only takes a few minutes to complete a health assessment. Just visit **myuhc.com/CommunityPlan**. Or call **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET, to complete it over the phone.





# Test time.

## You can prevent colon cancer.

Colon cancer is preventable. Don't wait for symptoms to appear to get checked. Symptoms are not always obvious, but may include:

- Changes in bowel habits.
- Changes in stool consistency.
- Blood in stool.
- Abdominal pain.

Your risk for colon cancer increases after the age of 50. If you are 50 or older, talk to your primary care provider about screening with colonoscopy. Also ask your primary care provider about FIT colorectal in-home screening. It's preferred over the FOBT test because:

- There are no food or medication restrictions.
- Only one sample is needed.


# See here.

## Get a diabetic eye exam each year.

Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes also are at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent vision loss.


 **We can help.** If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



## Special services.

UnitedHealthcare Community Plan has a Special Needs Unit. This unit helps members who:

- Are pregnant or just had a baby.
- Are living with HIV/AIDS.
- Need mental health or substance abuse treatment.
- Are children with special health care needs.
- Have a developmental disability.
- Are in foster care.
- Are homeless.

 **We can help.** If you or your child have special needs, our special needs coordinator can give you information and support. Call **443-896-9081** if you need help with transportation, doctor appointments or any other issues preventing you from getting the care you need.

## Resource corner.

### UnitedHealthcare Member Services:

1-800-318-8821, TTY 711  
Monday–Friday, 8 a.m.–7 p.m. ET

**24/7 NurseLine:** 1-877-440-0251, TTY 711

### Public Behavioral Health System:

1-800-888-1965, TTY 711

**Transportation:** Contact your Local Health Department.

### Special Needs Unit:

1-800-460-5689, TTY 711

### Special Needs Coordinator:

443-896-9081, TTY 711

### UnitedHealthcare Outreach:

1-866-735-5659, TTY 711

### UnitedHealthcare Health

**Education:** 1-855-817-5624, TTY 711

### Healthy First Steps:

1-800-599-5985, TTY 711

### Department of Human Resources:

1-800-332-6347, TTY 711

### Maryland Health Connection:

1-855-642-8572, TTY 711  
MarylandHealthConnection.gov

### Maryland Medical Assistance Help Line:

1-800-284-4510, TTY 711

### Maryland Healthy Smiles Dental Program:

1-855-934-9812, TTY 711

### UnitedHealth Group Customer Care

**Fraud Hotline:** 1-866-242-7727, TTY 711

### HealthChoice Fraud Hotline:

1-866-770-7175, TTY 711

**Interpretation Services:** Call Member Services to request interpretation services for your medical visits.

# Avoid the ER.

## Know where to go and when.

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. 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. Urgent care centers take walk-in patients. Many urgent care centers are open at night and on weekends.



Emergency rooms are for life-threatening 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, like a sore throat, earache or sinus pain, you may need to wait a long time.

If you are not sure if the problem is an emergency, you can talk to a nurse at NurseLine. Just call **1-877-440-0251, TTY 711, 24/7.**



**Is it urgent?** To find an urgent care center near you, visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Click on Find a Doctor. Or call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



## 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. Language Line 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.



**Just call.** Need to receive information in a language other than English? Want to get materials in another format? Call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.