



# HealthTALK

WINTER 2019 | ¡VOLTEE PARA ESPAÑOL!



## 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.



## Expect rewards.

### Join Baby Blocks™.

Are you expecting a baby? Join Baby Blocks™. The program helps keep both you and your baby healthy throughout your pregnancy and during your baby's first 15 months of life. You will get email and text reminders about upcoming health care visits. You also get helpful health information at each stage of pregnancy and new parenthood.

When you join Baby Blocks, you also get rewards. You can earn up to 8 gifts for going to important prenatal, well-baby and postpartum visits. Rewards range from health items, to toys and books, to gift cards.



**Join today.** Visit [UHCBabyBlocks.com](http://UHCBabyBlocks.com) to sign up for the Baby Blocks rewards program.



UnitedHealthcare Community Plan of Louisiana  
P.O. Box 31341  
Salt Lake City, UT 84131-0341

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AMC-049-LA-CHIP

## Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Get checked.** Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.



## Take charge.

### See your PCP for your annual well visit.

Checkups aren't just for kids. They can help adults stay healthy, too. See your primary care provider (PCP) once a year for a well visit. You will get any tests or shots you need. Your PCP can look for problems that often don't have symptoms.

Get off to a good start this year by scheduling an appointment with your PCP. Preparing for your PCP visit can help you get the most out of it. Here's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top 3 things you need help with.
2. Tell your PCP about any drugs or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. Tell your PCP about other doctors you may be seeing. Mention any medications or treatments they have prescribed for you. Bring copies of any reports and test results.
4. Write down your symptoms. Tell your doctor how you feel. Mention any new symptoms and when they started.
5. Bring someone for support. He or she can help you remember and write down information.



**Need a doc?** We can help. Call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Or visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me** app.

# Under control.

## Tests for people with diabetes.

If you have diabetes, it is important to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



**We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Or use the **Health4Me** app.



## Share the decision.

When you attend a doctor's appointment, it is important that you and your provider make decisions about your treatment together. Shared decision making can make treatment more effective. It leads to a better understanding of your care and diagnosis. Examples of shared decisions include:

- Treatment goals.
- Who to involve from your support system.
- Which medications to take and their possible side effects.

Don't be afraid to ask questions when you meet with your provider. This will help you get the best care possible. It's OK to ask about your provider's experience. You can also ask for his or her thoughts on your condition and treatment plan. The decision-making process should involve speaking with and trusting your provider.

It is also important to know your provider's after-hours policies. That way you know who you can contact if you have an urgent issue or a crisis.

**It's your right.** If you want more information about your right to be involved in your treatment, call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-866-675-1607, TTY 711**

**Monday–Friday, 7 a.m.–7 p.m.**

**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 health advice from a nurse 24 hours a day, 7 days a week (toll-free).

**1-877-440-9409, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by texting the word

**BABY or BEBE to 511411.** Then enter the participant code HFS.

**Healthy First Steps®:** Get support throughout your pregnancy.

**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth®:** Get reliable information on health topics for and about kids.

**[KidsHealth.org](http://KidsHealth.org)**

## Be flu free.

According to the Center for Disease Control, more than 80,000 people died from the flu last season. Are you ready for flu season? Have you gotten your flu shot?

You can take steps now to keep you and your family healthy and avoid the flu. Schedule an appointment with your doctor, or visit a pharmacy, retail location or public health center that offers the vaccine. Get your flu shot today!



# Don't wait.

## Where to go when you need help.

Getting the mental health care you need is important. If you are not having a life-threatening emergency, call your provider's office directly. When you call to make an appointment, be sure to tell the office why you need to be seen. This will help make sure you get the care you need, when you need it.

This is how quickly you can expect to be seen:

- **Urgent (but not an emergency):** Within 48 hours of your request.
- **Routine/non-urgent:** Within 14 days of referral.
- **Emergency:** If you're having a life-threatening emergency, call **911** immediately.

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

You can also call a suicide hotline if you or a loved one needs help.

- National Suicide Prevention Lifeline (English): **1-800-273-TALK**. Press 1 to speak with someone from the military.
- Nacional de Prevención del Suicidio (Spanish): **1-888-628-9454**.
- The Trevor Project (LGBTQ): **1-866-488-7386**.



**Get the care you need.** If you need help getting an appointment, contact Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 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, 7:00 a.m. to 7:00 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:**

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

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
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, 7:00 a.m. to 7:00 p.m.



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 7:00 a.m. a 7:00 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 7:00 a.m. a 7:00 p.m.