



HealthTALK

SUMMER 2019



Good news, Virginia.

More people now qualify for Medicaid. Are you one of them? You can find more information about eligibility and enrollment at coverva.org or by calling Cover Virginia at **1-855-242-8282**, TTY 711, Monday – Friday from 8 a.m. – 8 p.m.

Stay cool.

How to cope with the heat.

Hot summer weather can be uncomfortable. Certain conditions or medications can cause the body to react differently to heat. Extreme heat can bring about heat stroke or other heat-related illness.

There are steps you can take to prevent heat-related illnesses:

- Stay inside in air-conditioned buildings as much as possible.
- Drink lots of water. Don't wait until you're thirsty to drink.
- Dress in lightweight, loose and light-colored clothing.
- Don't engage in difficult activities. Get plenty of rest.

Signs of a heat-related illness include muscle cramps, vomiting or headaches. If you experience these symptoms, seek treatment right away.



UnitedHealthcare Community Plan
9020 Stony Point Parkway, Building II
Richmond, VA 23235

90-day supply benefit.



For qualifying medications.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We've got you covered. To find out what medications are included, call Member Services at **1-866-622-7982, TTY 711.**

Controlling asthma.

Older adults might have more trouble controlling their asthma. Researchers are studying why. Here are some things to watch out for:

- **Medications.** Some drugs you take for other health problems might worsen your asthma. These include aspirin and other pain relievers, blood pressure or heart medications, and eye drops for glaucoma.
- **Other chronic illnesses.** Reflux disease (stomach acid rising up into the throat) and depression can make asthma worse.
- **Obesity.** Asthma occurs at higher rates among adults over 60 who are overweight or obese.



Mention any concerns you have about your asthma when you visit your doctor. Bring a list of all medications and supplements you are taking. Make notes throughout the year about any changes you have noticed.



We can help. We have disease management programs. They help people with asthma, diabetes and other chronic conditions. Call Member Services toll-free at **1-866-622-7982, TTY 711**, to learn more.

Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending on which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

Symptoms.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- Numbness or weakness of the face, arm or leg.
- Confusion, trouble speaking or understanding.
- Vision changes in one or both eyes.
- Trouble walking or staying balanced.
- Severe headache.
- Drowsiness.
- Nausea or vomiting.

Signs.

There are 3 simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, they may not be able to:

- Smile.
- Raise both arms.
- Coherently speak a simple sentence.



Act fast. Call **911** at the first sign of a possible stroke. Quick treatment is essential.

Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. 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.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.

 **See your doctor.** If lifestyle changes are not enough to keep your blood pressure down, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Your best shot.

You can prevent 2 common diseases.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your doctor about vaccines for shingles and pneumococcal disease.

Shingles is caused by the herpes zoster virus. This is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems. The vaccine is recommended for adults age 60 and older. Even people who have had shingles or the chickenpox in the past should get the shot. People with weakened immune systems should not get the vaccine.

Pneumococcal disease is caused by the *Streptococcus pneumoniae* bacterium. It can result in severe infections like some kinds of pneumonia (a lung infection) and meningitis (a brain infection). The vaccine is recommended for all adults age 65 and older. Younger adults who smoke or have asthma should also get the shot. It's also important for people with certain health problems.

 **Time for a checkup?** See your primary care provider (PCP) once a year for a checkup. Ask about vaccinations and tests you may need. Need to find a new PCP? Call Member Services toll-free at **1-866-622-7982, TTY 711**. Or visit our member website at myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me®** app.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-866-622-7982, 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®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-547-3674, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-866-622-7982, TTY 711



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.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

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.

For general health questions, call our toll-free NurseLineSM at **1-888-547-3674, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-866-622-7982, TTY 711**.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or 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)
- 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 UnitedHealthcare Community Plan at the toll-free member phone number listed on your health plan member ID card, TTY 711.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

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

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

Mail:

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

Phone:

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

Complaint forms are available at

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



UnitedHealthcare Community Plan cumple con los requisitos fijados por las leyes Federales de los derechos civiles y no discrimina en base a raza, color, nacionalidad, edad, discapacidad o sexo. En otras palabras, UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

UnitedHealthcare Community Plan:

- Provee asistencia y servicios gratuitos de ayuda para las personas con discapacidades en su comunicación con nosotros, con:
 - Intérpretes calificados en el lenguaje de señas
 - Información por escrito en diferentes formatos (letras de mayor tamaño, audición, formatos electrónicos accesibles, otros formatos)
- Provee servicios gratuitos con diversos idiomas para personas para quienes el inglés no es su lengua materna, como:
 - Intérpretes calificados
 - Información impresa en diversos idiomas

Si usted necesita estos servicios, por favor llame gratuitamente al número para miembros anotado en su tarjeta de identificación como miembro del plan de salud, TTY 711.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le ha tratado a usted de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo, usted puede presentar una queja por correo o correo electrónico a:

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

Usted también puede presentar una queja acerca de sus derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina de Derechos Civiles, electrónicamente a través del sitio para quejas de la Oficina de Derechos Civiles en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** o por correo en:

Correo:

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

Teléfono:

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

Formularios para quejas se encuentran disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711**.

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711**.

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-622-7982, TTY 711** 로 전화하십시오.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711**.

Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-866-622-7982**，或聽障專線 (TTY) **711**。

Arabic

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-866-622-7982**، الهاتف النصي **711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711**.

Persian (Farsi)

توجه: اگر به فارسی **(Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-866-622-7982 (TTY 711)** تماس بگیرید.

Amharic

አማርኛ (Amharic) ቁጥንቁ የሚናገሩ ከሆነ የቁንቁ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉታል። **1-866-622-7982, TTY 711 ይደውሉ።**

Urdu

اگر آپ **اردو (Urdu)** بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-866-622-7982**، ٹی ٹی وائی **711**۔

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-622-7982, TTY 711**.

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-622-7982, TTY 711**.

Hindi

ध्यान दें: यदि आप हिन्दी (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-866-622-7982, TTY 711**.

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-622-7982, TTY 711**.

Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-866-622-7982, TTY 711** নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wuḍu (Kru (Bassa))**-dù kò-kò po-nyò bě bì n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, dǎ n̄ bà nià kɛ: **1-866-622-7982, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dijiri gi. Kpọọ **1-866-622-7982, TTY 711**.

Yoruba

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànlọ́wọ́ ìtumò èdè, wá fún ọ ní ọ̀fẹ́. Pe **1-866-622-7982, TTY 711**.