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HealthTALK

WINTER 2020



Did you know?

According to the Centers for Disease Control and Prevention, more than 1 million people in the United States had HIV at the end of 2016. Of those people, about 14 percent did not know they had it.



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A healthy start.

Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).



All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.

Your PCP is your partner in health. An annual well visit gives you the chance to talk to them about what's important to you. Tell them about any health concerns you have. Ask questions. Together, you can make a plan and take charge of your health.



Need a new PCP? We can help you find a provider who is a good fit for you. Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-844-752-9434, TTY 711**.

iStock.com: Scarr1984

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



Heart smart.

Coronary artery disease (CAD) is the most common form of heart disease in the United States. It is caused by a buildup in the arteries. It can cause many other heart problems, including heart attack.

What can you do to prevent CAD? A healthy lifestyle can help manage heart diseases like CAD. This can include:

- Healthy eating. Your diet should include foods such as fruits and vegetables, whole grains and foods that are low in sodium.
- Daily exercise.
- Medication (if recommended by your provider).
- Quitting smoking.

Symptoms of CAD include chest pain, abnormal heart rhythms or heart failure. Talk to your provider if you have any of these conditions.

Beyond the winter blues.

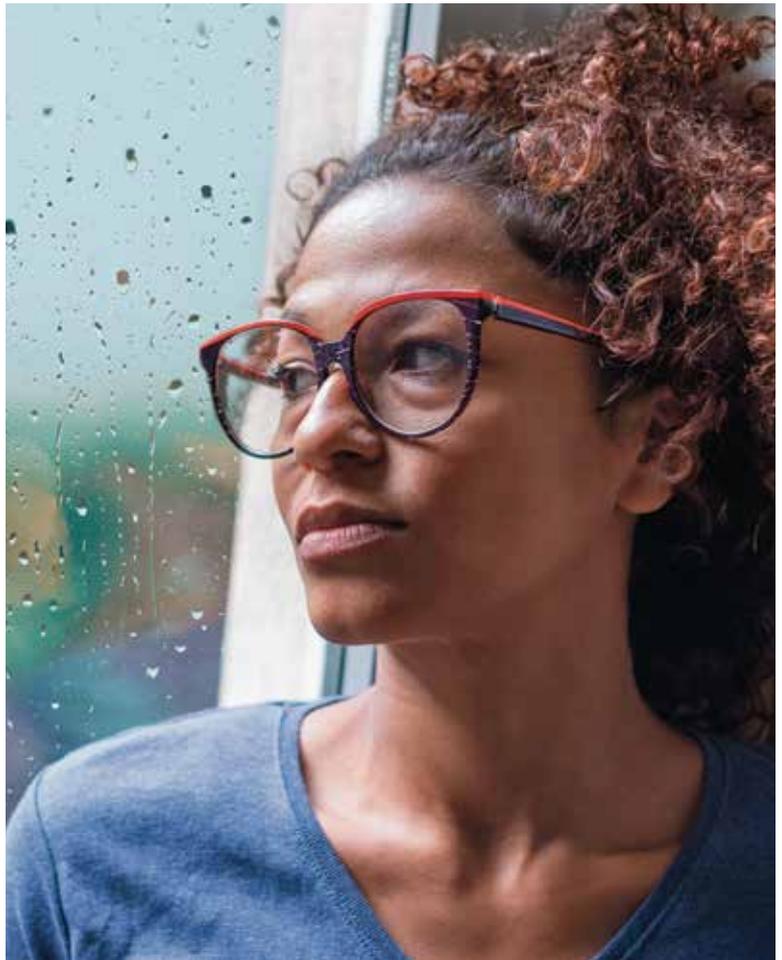
Self-care for Seasonal Affective Disorder.

Seasonal Affective Disorder (SAD) is a form of depression. People get SAD mostly during the cold, dark winter months. Symptoms include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Even moving your body in short bursts throughout the day can be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows if possible.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



Are you SAD? If your symptoms don't improve with self-care, talk to your provider. You may benefit from talk therapy or antidepressants. For information on using your behavioral health care benefits, call Member Services toll-free at **1-844-752-9434, TTY 711**. Or visit **LiveandWorkWell.com**.

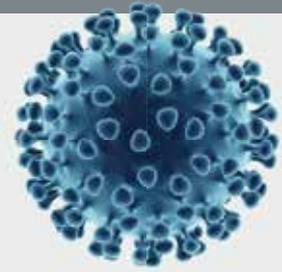


Your best shot.

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 a flu shot 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. Avoiding contact with sick people can help prevent the flu.

Pneumonia is also a very serious illness. It can come on quickly and even lead to death. Getting vaccinated against pneumonia is the best way to protect your health. If you are 65 or older, have a chronic condition or smoke, talk to your PCP about pneumonia prevention.



Get help this winter.

You can contact your local DSS office for heating assistance. If you do not know your local office, you can call the main office at **804-726-7000**.

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iStock.com: OJO_Images

Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-844-752-9434, TTY 711**.



Before baby.

Are you thinking about becoming pregnant? To have a healthy pregnancy and baby, it's important to take care of your health before you get pregnant. Planning for a baby is the perfect time to:

- Quit smoking or taking recreational drugs.
- Cut down on alcohol and caffeine.
- Get chronic health conditions under control.
- Eat healthier foods.
- Exercise more.
- Start taking a prenatal vitamin containing folic acid, calcium and iron.
- Find out if genetic testing is right for you.

Once you are pregnant, it's important to have regular checkups with your doctor. You should have your first visit before your 12th week of pregnancy.

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Be heard.

The CAHPS survey gives you a chance to share your thoughts.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey measures how you perceive the health care you receive through UnitedHealthcare providers, as well as the service you receive from UnitedHealthcare. The CAHPS survey asks about important quality topics like access to care and the type of communication you have with your physicians. UnitedHealthcare members are randomly selected to take part in the survey from February to June each year, and your participation is voluntary.

Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).
1-844-752-9434, TTY 711

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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-800-842-3014, 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

Healthy First Steps®: Get support throughout your pregnancy (toll-free).
1-800-599-5985, TTY 711

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

Want to receive information electronically?
Call Member Services and give us your email address (toll-free).
1-844-752-9434, TTY 711

How can answering the CAHPS survey help you?

UnitedHealthcare reviews the survey results closely every year. The information we learn is applied to our work with care providers and other health care partners. Together, our goal is to help drive quality improvements while enhancing the patient experience.

The example survey questions below ask for your experience in the previous 6 months:

Annual flu vaccine.

- Have you had a flu shot since July 2019?

Getting appointments and care quickly.

- When you needed urgent care, were you able to get care within 24 hours of the urgent situation?
- Were you able to get a routine appointment with your primary doctor within 30 days of the request?
- Did you have to wait longer than 15 minutes to see your doctor from your scheduled appointment time?

Getting needed care.

- Did it take you longer than 30 days to get an appointment with a specialist?
- Was it easy to get the care, test or treatments you needed in past 6 months?

Care coordination.

- How often did your personal doctor talk about all the prescription medicines you were taking?
- When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?
- When your personal doctor ordered a blood test, X-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?



Learn more. For more information about the CAHPS survey, please visit **cahps.ahrq.gov**.



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 **1-844-752-9434, TTY 711**, 8 a.m. to 8 p.m. ET, Monday through Friday.

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>

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-844-752-9434, TTY 711**.

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-844-752-9434, TTY 711**.

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.
1-844-752-9434, 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 **1-844-752-9434, 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 **1-844-752-9434**，或聽障專線 **(TTY) 711**。

Arabic

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً.
اتصل على الرقم **1-844-752-9434**، 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 **1-844-752-9434, TTY 711**.

Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-844-752-9434 (TTY 711)** تماس بگیرید.

Amharic

አማርኛ (Amharic) ቁጥንቁ የሚናገሩ ከሆነ የቋንቋ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኝሎታል። **1-844-752-9434, 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 **1-844-752-9434**، ٹی ٹی وائی **711**۔

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-844-752-9434, TTY 711**.

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-844-752-9434, TTY 711**.

Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-844-752-9434, TTY 711**।

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-844-752-9434, TTY 711**.

Bengali

আপনি যদি বাংলায় কথা (**Bengali**) বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-844-752-9434, 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 bìì nō à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, dá nò bà nià kε: **1-844-752-9434, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dijirị gi. Kpọọ **1-844-752-9434, TTY 711**.

Yoruba

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànlọ́wọ́ ìtumò èdè, wá fún ọ ní ọfẹ́. Pe **1-844-752-9434, TTY 711**.