



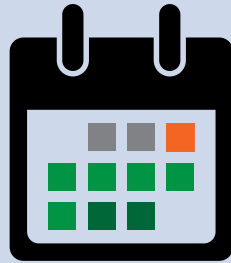
THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

People with the flu are contagious one day before symptoms begin. They keep spreading the flu for five to seven days after they get sick.



Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills;
- headache and body aches;
- fatigue; and
- cough.

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits; ■ pap smears; and
- breast cancer screenings; ■ cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers; and
- annual eye exams and HbA1c testing for diabetic members.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-800-941-4647 (TTY 711)**.

You have the power

6 ways to prevent heart disease

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. EAT RIGHT:** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. BE ACTIVE:** Aim for at least 30 minutes of moderate activity most days.
- 3. DON'T SMOKE:** Also avoid other forms of tobacco and secondhand smoke.
- 4. KNOW YOUR NUMBERS:** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. WATCH YOUR WEIGHT:** Maintain the right weight for your height.
- 6. LIMIT STRESS:** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.





Talk about tobacco

Stop smoking before it starts.

The health risks of smoking are well known, yet kids are still picking up the habit. Talk to your children about smoking. Set clear rules. You can help keep them from starting. Here are some facts from the Centers for Disease Control and Prevention:

- Nine out of 10 adults who smoke started before they were 18.
- Every day about 2,100 kids become regular smokers.
- 6.7 percent of middle school students use tobacco. So do 23.3 percent of high school students.
- Between 2011 and 2012, use of electronic cigarettes by youth doubled.
- 5.6 million of today's young smokers will one day die from smoking.



Set a good example. Do you smoke? The Great American Smokeout might be a good day for you to quit. This year's date is Nov. 20. Get support from your local Quitline at **1-800-QUITNOW (1-800-784-8669)**.

Ask Dr. Health E. Hound

Q: When should I start reading to my baby?

A: The American Academy of Pediatrics says parents should start reading to their babies at birth. Early reading helps babies' brains develop. It teaches babies about language even before they can speak. This helps babies bond with their parents. It also prepares them to do well in school.

In fact, at your next well-child visit, your child's provider may talk to you about reading. He or she may even give you a book that's right for your child's age. Fill your home with books. Read to your child every day.



Preteen vaccines

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual check-up. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.



It's your best shot.

Learn more about vaccines for every member of your family at CDC.gov/vaccines.

Growing healthy



Is your child overweight?

The right foods and plenty of exercise can help your child stay at a healthy weight. But one out of three children and teens are overweight or obese. Being overweight can put children at risk for heart disease, Type 2 diabetes, asthma and sleep problems at an early age. Overweight children are also at risk for health problems as adults.

Your child's doctor can help determine if your child is overweight. He or she can help your family make diet and exercise changes that are right for growing bodies. Your child or teen's yearly check-up should include:

- 1. A BMI (BODY MASS INDEX) MEASUREMENT:** This figure tells if your child's body weight is too high for his or her height, sex and age.
- 2. NUTRITION COUNSELING:** Healthy eating tips for growing children and teens.
- 3. EXERCISE COUNSELING:** How much and what kind of activity is needed to stay fit and strong.
- 4. LAB WORK:** Tests to see if your child is at risk for health problems, such as heart disease, asthma or Type 2 diabetes.



Learn more. Visit LetsMove.gov for more tips on healthy eating and activity for the whole family.



WE SPEAK YOUR LANGUAGE

Does your doctor speak your language? UnitedHealthcare Community Plan wants to help members of all cultures and languages get the care they need. Let your primary care provider (PCP) know what language you are most comfortable reading and speaking. Tell him or her if you have any special cultural needs.

If you need to receive care in a language other than English, UnitedHealthcare Community Plan can arrange translation services over the phone. We can also have an interpreter meet you at your doctor's office. We can provide signers for the deaf, and we have Braille and large print materials for members with visual impairment.



Get help. To receive care or information in a language other than English or in another format, call Member Services at **1-800-941-4647**.

Big smile!

Your children can get a good start on a lifetime of healthy teeth and gums. Teach them good dental habits at an early age. As soon as your baby has teeth, use a washcloth to gently rub his or her teeth. Begin regular dental visits when the baby teeth begin to come in. Start using a very small amount of fluoride toothpaste as soon as your child can spit it out. Brushing, flossing and visiting the dentist regularly are great starts to a healthy smile. Teach these tips for healthy teeth:

- 1. BRUSH YOUR TEETH** twice a day.
- 2. REPLACE YOUR TOOTH-BRUSH** every three to four months.
- 3. CLEAN BETWEEN YOUR TEETH** daily with floss.
- 4. VISIT YOUR DENTIST** for cleanings and exams every six months.
- 5. EAT A BALANCED DIET** and limit between-meal snacks.



Brush up. For more information about your dental benefits, please call **1-800-941-4647 (TTY 711)**.





IN CONTROL OF EPILEPSY

Epilepsy medication works best when you take it on time. When you forget a pill or a dose, a seizure is more likely to occur. But it can be hard to keep track. Some epilepsy medications must be taken many times each day. You may have other medications that you're taking as well.

If you are having a hard time keeping track, you can get help from your doctor or pharmacist. They may recommend a special pillbox that divides the pills by the times of day. They can explain how to use a daily chart to show which medications you've taken that day, and when. A wristwatch or mobile phone can be set for the hours when you must take your pills.

Most importantly, keep in close contact with your doctor. Tell him or her you need help remembering. Together, you can find the best methods to keep you on top of your medication and seizure-free.

Doctor's orders

It's no secret that patients don't always follow doctor's orders. Doctors know this. If you have trouble following a doctor's instructions, let him or her know why. Maybe you can't afford your medication. You may need transportation to get a lab test. Maybe a drug has side effects that bother you. Maybe you don't understand what your doctor wants you to do.

Your primary care provider and UnitedHealthcare Community Plan want to make sure you stay healthy. You may need a different medication or a lower-cost medication. You may be eligible for free transportation services. Don't be afraid to ask for more instructions. Ask your doctor to help.

Is this an emergency?

For most injuries or illness, start by calling your doctor. But sometimes you need care quickly. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses and injuries, your primary care office should be the first place you call. You might get an appointment that day. You may get advice for self-care. Your doctor could call in a prescription to your drugstore. If the office is closed, there will be a message telling you how to reach the doctor.

WHEN SHOULD I GO TO URGENT CARE?

If your doctor is not available quickly enough, go to an urgent care center. Many are open at night or on weekends. They take walk-in patients. They perform medical tests. They treat illnesses or injuries such as:

- sprains and strains;
- broken bones;
- mild asthma attacks;
- minor infections;
- small cuts;
- sore throat; and
- rashes.

WHEN SHOULD I GO TO THE EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there if your illness or injury could cause death or disability if it is not treated right away, such as:

- heavy bleeding;
- large open wounds;
- chest pain;
- sudden weakness or trouble talking;
- major burns;
- spinal injuries;
- severe head injuries;
- difficulty breathing; and
- going into labor.





Know the signs

Could you have diabetes?

Diabetes is getting more and more common. According to the American Diabetes Association, nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

SYMPTOMS OF TYPE 2 DIABETES

- urinating often;
- feeling very hungry or thirsty;
- being very tired;
- having blurred vision; and
- healing slowly from cuts and bruises.

RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes;
- being overweight;
- being inactive;
- being Native American, African-American or Hispanic; and
- having diabetes during pregnancy.

Resource corner

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

1-800-941-4647 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free).

1-800-599-5985 (TTY 711)

Twitter Pregnant Care Get useful tips, information on what to expect and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

Our website Use our provider directory or read your Member Handbook.

UHCCommunityPlan.com

National Domestic Violence

Hotline Get free, confidential help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)



Get checked. Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit **UHCCommunityPlan.com** or call Member Services toll-free at **1-800-941-4647 (TTY 711)**.



The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make a doctor's appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: immediately
- Urgent PCP visit: within 24 hours
- Routine PCP visit: within 28 days
- Specialist visit (non-emergency): within 4 weeks



Need help? If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-941-4647 (TTY 711)**.