



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

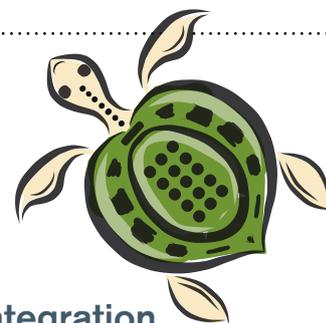


WHAT DO YOU THINK?

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.

Aloha

We are now QUEST Integration.



If you have previously had QExA or QUEST, your Medicaid program is now called QUEST Integration. QUEST Integration began on January 1, 2015. It is the new name of the Medicaid program administered by the Department of Human Services (DHS) Med-QUEST division.

You should have received your new QUEST Integration ID card in the mail. Please carry it with you to your appointments and to the pharmacy. You should also have also received a new Member Handbook. It gives you information about your health plan benefits and services.

UnitedHealthcare Community Plan of Hawai'i will continue to provide you with your plan benefits and services under QUEST Integration.

 **Questions?** Contact Member Services toll-free at **1-888-980-8728 (TTY 711)**.

Honolulu, HI 96802

P.O. Box 2960

UnitedHealthcare Community Plan

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A message from our CEO

Mahalo for being part of our community!

On behalf of UnitedHealthcare Community Plan of Hawai'i, thank you for being a member of our health plan. If you are new to UnitedHealthcare, we welcome you. If you have been with us, thank you for your continued membership. Our focus is your health and well-being. Our goal is to help you get the care and services that you need from your Medicaid program. Our mission is to help people live healthier lives, and help make health care work better for everyone.

You will notice that your health program has changed its name. Your Medicaid health program is now called QUEST Integration. The State of Hawai'i has combined QUEST and QExA into a single program. The program name may have changed, but our commitment to providing quality service to you remains the same. We are here to help you get benefits and services and help you reach your best health.

We are proud to have grown to over 200 dedicated employees across the islands. Our field-based clinical staff work with our members every day. Our local call center in Honolulu supports you and our providers. We work closely with the

State of Hawai'i, providers and the community to bring you the best health plan. We work hard to earn your trust every day and help you be healthy. Thank you for being a member of UnitedHealthcare Community Plan of Hawai'i.



Aloha,
Dave Heywood

Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY.

Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

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. If you go for a minor problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 Nurse-Line. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call Nurse-Line 24/7 toll-free at **1-888-980-8728 (TTY 711)**.

Ask Dr. Health E. Hound

Q: How can I help my child feel better when he has a cold?

A: With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



Learn more. Is it a cold or the flu? Can the weather affect my child's asthma? Visit **KidsHealth.org** for answers to these and many other health-related questions.



United in the Community!

You can find UnitedHealthcare Community Plan of Hawai'i at health fairs, conferences and various community events. We have resource tables where we talk to people about our health plan. We plan fun activities geared toward health education that members can participate in.

We volunteer to give back to the communities in which we live and work. We value the ties we have with each person we touch. We have also won awards for being a healthy workplace. Take a look at some of the recent events in which we have had the opportunity to be united within our community.



Kauai Prime Time Wellness Fair



Quality Skills Fair



Hispanic Heritage Festival and Health Fair



Wai'anae Farmers Market



Wilcox Kids Summer Fest



Tropical Storm Iselle Puna Giving Project



Children & Youth Day at the Capitol



Neighborhood Place of Puna School Supplies Distribution



Ko'olauloa Community Health Fair



Stand Down for Veterans



Alzheimer's Walk



Psychologically Healthy Workplace Award Ceremony



IRONKIDS

On October 7, 2014 UnitedHealthcare was the proud title sponsor for the IRONKIDS® Keiki Dip-N-Dash biathlon race that took place in Kailua-Kona. Hundreds of keiki had the opportunity to swim and run on the same course as the IRONMAN athletes who are competing in the world championship. UnitedHealthcare also sponsored free registrations and transportation for the keiki of the Kama'aina Kids after-school program to participate and take part in this special event that kicked off the IRONMAN® World Championship.

Depression in seniors

It can and should be treated.

Often, people don't notice depression in seniors. They may mistake it for signs of other illnesses or dementia. They may assume it is a normal part of the aging process. They think it's normal to be sad due to the losses and stressors that may occur in the later years.

These factors can be a cause of depression in seniors. But there is no need to suffer from it. Seniors may be afraid to ask for help. They may think treatment costs too much. But no matter what is causing the depression, it can get better. Therapy, medication and other treatments work well. Sometimes a medical condition is causing the depression. Finding it and treating it can relieve the symptoms. Building a support network for a lonely senior can also help.



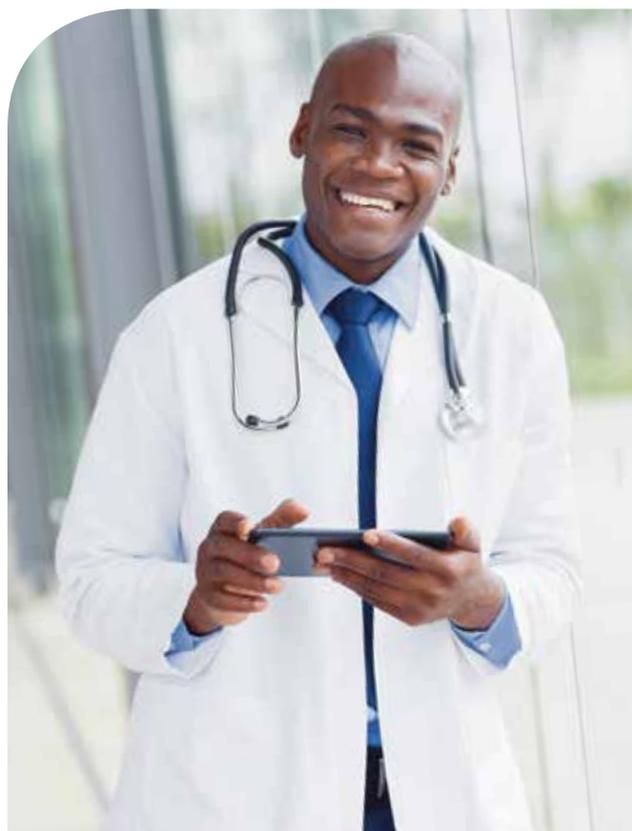
Symptoms of depression in seniors can be a little different than in younger people. They may include:

- memory problems or confusion
- low appetite or weight loss
- social withdrawal
- trouble sleeping
- seeing or hearing things
- believing things that are not real
- vague complaints of pain or illness



Get help. Could you or a senior you care about have depression? The first step is to talk to the primary care provider about it. Need to find a provider?

Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) or call Member Services toll-free at **1-888-890-8728 (TTY 711)**.



Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your 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 throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI 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 PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-888-**

980-8728 (TTY 711) to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Provides tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on lead poisoning



Check it out. Find helpful information and fun activities. Visit sesamestreet.org/healthyhabits.



Want us to share?

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at MyUHC.com/CommunityPlan. You can also call Member Services toll-free at **1-888-980-8728 (TTY 711)** to ask us to mail you a copy of the form.



CHIPOTLE BLACK BEAN CHILI

Try this easy slow-cooker recipe for a weeknight dinner. It can be assembled the night before.

INGREDIENTS

- 1½ pounds hot Italian turkey sausage
- 2 14 oz. cans reduced-sodium chicken broth
- 1 16 oz. jar mild or medium chunky salsa
- 1 15 oz. can black beans, rinsed and drained
- 2 cups loose-pack frozen diced hash brown potatoes with onions and peppers
- 1–2 canned chipotle peppers in adobe sauce, finely chopped
- 2 tsp. chili powder
- 1 tsp. dried oregano
- 1 tsp. ground cumin

INSTRUCTIONS

Grill sausage until no longer pink in the middle. Cool. Cut into bite-sized pieces. In 4-to-5-quart slow cooker, add sausage, broth, salsa, beans, potatoes, peppers, chili powder, oregano and cumin.

Cover; cook on low 7 to 8 hours or on high for 3½ to 4 hours.

Resource corner

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

1-888-980-8728 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-888-980-8728 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.

1-888-980-8728 (TTY 711)

Twitter Pregnant Care Get useful tips, info 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.

MyUHC.com/CommunityPlan

National Domestic Violence Hotline

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

1-800-799-7233

(TTY 1-800-787-3224)

Hawai'i Tobacco Quitline Get free help quitting smoking (toll-free).

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

H-KISS Get FREE information and referrals for children 0–5 years old. Get concerns or questions about how your child is learning and growing addressed (toll-free).

1-800-235-5477

WIC (Women, Infants and Children)

Find out if you qualify for a FREE health and food program for women, infants and children (toll-free).

1-808-586-8175 in O'ahu

1-888-820-6425 (toll-free) in neighbor islands

health.hawaii.gov/wic

We speak your language

This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer large print, braille, sign language and audio. Call us toll-free at **1-888-980-8728. (TTY 711).**

Daytoy a dokumento ket aglaon ti napateg nga inpormasyon manipud ti UnitedHealthcare Community Plan. Daytoy a dokumento ket addaan kopya ti Ilocano, Vietnamese, Chinese (Traditional) ken Korean, ket mabalinmo ti dumawat ti kopya daytoy. No masapul mo daytoy ti sabali pay a pagsasao, mabalin mo a dawaten nga ibasa da kenka ti uray anya a pagsasao. Awan ti mabayadan. Maipaay mi pay ti dadakkel a printa ti braille, sign language ken audio. Umawag ka kadakami toll-free iti numero a **1-888-980-8728. (TTY 711)**

Tài liệu này có thông tin quan trọng từ UnitedHealthcare Community Plan. Quý vị chỉ có thể yêu cầu chúng tôi cung cấp tài liệu trên văn bản này bằng tiếng Ilocano, tiếng Việt, tiếng Trung Hoa (Phồn thể) và tiếng Đại Hàn. Nếu cần bản này bằng ngôn ngữ khác, quý vị có thể yêu cầu một người đọc bản này cho quý vị bằng bất cứ ngôn ngữ nào. Điều này là miễn phí. Chúng tôi cũng có dạng chữ in lớn, chữ braille, ngôn ngữ ra dấu và băng thâu. Xin gọi cho chúng tôi theo số miễn phí **1-888-980-8728. (TTY 711).**

本文件包含來自 UnitedHealthcare Community Plan 的重要資訊。您僅可要求我們為您提供本書面文件的伊洛果文版本、越南文版本、中文（繁體）版本和韓文版本。如果您需要本文件的其他語言版本，您可要求我們使用任何語言將本文件朗讀給您聽。此為免費服務。我們亦提供大字版、盲文版、手語及語音版。請致電免費電話 **1-888-980-8728** 與我們聯絡。（聽障專線 [TTY] 711）。

본 문서에는 UnitedHealthcare Community Plan에 대한 중요 정보가 담겨 있습니다. 본 문서는 요청 시 일로카노어, 베트남어, 중국어(번체) 및 한국어로만 제공해드릴 수 있습니다. 다른 언어가 필요할 경우, 요청하시면 해당 언어로 읽어드릴 수 있습니다. 이 서비스는 무료입니다. 큰 활자체, 점자, 수화 및 오디오 서비스도 제공됩니다. 수신자 부담 전화번호 **1-888-980-8728** 번으로 전화주십시오. (TTY 711).