



HealthTALK

SUMMER 2019



Did you know?

According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer.



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
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Overland Park, KS 66210

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Help is here.

Get treatment for alcohol and drug problems.

Getting treatment for substance use can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. Here's how to start your recovery:

- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.

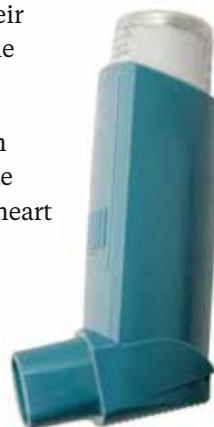


Learn more. Visit LiveAndWorkWell.com for more information about how to get treatment for substance use disorders and mental illness.

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 **1-877-542-9238, 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 **1-877-542-9238, 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).

1-877-542-9238, 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).

1-855-575-0136, TTY 711

QuitLine: Get free help quitting smoking (toll-free).

KQuit.org
1-800-784-8669, 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).

1-877-542-9238, 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 for serious immediate needs like chest pain, shortness of breath, major burns or severe injuries.

For general health questions, call our toll-free NurseLineSM at **1-855-575-0136, 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 **1-877-542-9238, TTY 711**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference 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, 8:00 a.m. to 6:00 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, 8:00 a.m. to 6:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad, preferencia sexual, preferencia de género u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad, preferencia sexual, preferencia de género u origen nacional, 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 8:00 a.m. a 6:00 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 8:00 a.m. a 6:00 p.m.