



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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
- 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.
- 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.
- 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 **1-877-542-8997 (TTY 711)**.

You have the power

6 ways to prevent heart disease

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)**.

See our sites

Find what you need at **UHCCCommunityPlan.com** or at our members-only site at **MyUHC.com/CommunityPlan**. No worrying about where to keep documents or where to find them when you need them most. Here's what you will find on our websites:

- **MEMBER HANDBOOK:** Includes details about your benefits and covered services.
- **PROVIDER DIRECTORY:** A list of in-network providers.
- **DRUG FORMULARY:** The list of medications covered by your plan.
- **HEALTH RISK ASSESSMENT:** A survey that helps us better understand your health care needs and get you the care you need.
- **ADVANCE DIRECTIVES:** Legal forms that state your wishes about your future medical care if you become too ill to make decisions about your care.
- **MEMBER RIGHTS, APPEALS AND GRIEVANCES:** Forms that explain your rights and responsibilities as a member. Also, forms that explain how to file an appeal or grievance.



Need a copy? Our Member Services team is ready to help. We can mail you copies of these documents or provide them in an alternative format. Call **1-877-542-8997** Monday–Friday, 8 a.m. to 5 p.m.



Check out checkups

School-age children and teens need to see the doctor once a year for a checkup. This visit is sometimes called a well-child visit or an EPSDT visit. Checkups help make sure your child is growing strong and healthy. At this visit, the doctor will:

- check your child's height, weight and body mass index (BMI).
- give your child any shots he or she needs.
- talk to your child about health and safety topics for his or her age.
- make sure your child is developing well.

The start of the school year is often a busy time for kids' doctors. Call early to schedule a checkup. Bring school and sports health forms you need signed to the visit.



Find Dr. Right. Need to find a new doctor for your child? Use our provider directory online at **MyUHC.com/CommunityPlan**. Or call Member Services at **1-877-542-8997 (TTY 711)**.



Know the signs

Could you have diabetes?

Diabetes is getting more and more common. 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
- 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
- having diabetes during pregnancy

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-8997 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-543-3409 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.
@UHCpregnantCare
@UHCEmbarazada
bit.ly/uhc-pregnancy

Our websites Use our provider directory.
MyUHC.com/CommunityPlan
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 **MyUHC.com/CommunityPlan**.



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 an 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:** the same day
- **URGENT PCP VISIT:** within 48 hours
- **ROUTINE PCP VISIT:** within 10 calendar days



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 **1-877-542-8997 (TTY 711)**.