



THE KEY TO A GOOD LIFE IS A GREAT PLAN  
**HealthTALK**



**Did you know?**

Half of all children aged 6 months to 17 years got a flu shot last season. Nearly one-third of all adults aged 18–49 got immunized.

*U.S. Centers for Disease Control and Prevention*



**Fight the flu**

**Time for your annual vaccine**

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.



**Your best shot.** There is no cost for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me™** app to find a location near you.



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# Top quality

## Our quality improvement results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year, one of our goals was to increase the number of members who had dental checkups. We sent members information about how important it is to have regular dental checkups. We found that in many areas, more of our members did go for dental checkups.

Another goal we had was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.



**Get it all.** Want more information on our Quality Program?  
Call Member Services toll-free at **1-888-887-9003, TTY 711.**



## Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



### Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call us toll-free at **1-888-887-9003, TTY 711.**

# Quitting time

## Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? This is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, e-cigarettes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



**You can do it.** The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit [QuitNow.net](http://QuitNow.net) or call **1-800-227-2345, TTY 711.**

## The last shot

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



## Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call Member Services toll-free at **1-888-887-9003, TTY 711.**





## Resource corner

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

**1-888-887-9003, TTY 711**

**Service Coordination** Get help with special needs.

**1-800-349-0550, TTY 711**

**Our website and app** Find a provider, read your Member Handbook, or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me™**

**NurseLine<sup>SM</sup>** Get 24/7 health advice from a nurse (toll-free).

**1-800-535-6714, TTY 711**

**Text4baby** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps®** Get support throughout your pregnancy.

**1-800-599-5985, TTY 711**

**Baby Blocks™** Get rewards for timely prenatal and well-baby care.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

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

**[UHC.com/TXkids](http://UHC.com/TXkids)**

# Healthy First Steps

## Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy



**Join now!** We'll send a welcome packet with a special gift.

Just call **1-800-599-5985, TTY 711**. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at **[UHCBabyBlocks.com](http://UHCBabyBlocks.com)** and get a \$20 gift card.