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HealthTALK

WINTER 2020



Balancing act.

Falling does not have to be a part of aging. With cold weather, icy conditions can make falls more likely. Talk with your doctor if you've had issues with balance, walking or falls. Reviewing your risks with your doctor can play a big part in helping to prevent falls. If you need help finding a doctor, we can help. Call Member Services toll-free at **1-866-622-7982, TTY 711**.

Your best shot.

Avoid seasonal illnesses with vaccines.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get a flu shot each year. You need a flu shot each year because there are different kinds of flu every year.

If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu. Avoiding contact with sick people can help prevent the flu.

Pneumonia is also a very serious illness. It can come on quickly and even lead to death. Getting vaccinated against pneumonia is the best way to protect your health. If you are 65 or older, have a chronic condition or smoke, talk to your PCP about pneumonia prevention.



Get help this winter. You can contact your local DSS office for heating assistance. If you do not know your local office, you can call the main office at **804-726-7000**.

UnitedHealthcare Community Plan
9020 Stony Point Parkway, Building II
Richmond, VA 23235

Beyond the winter blues.

Self-care for Seasonal Affective Disorder.

Seasonal Affective Disorder (SAD) is a form of depression. People get SAD mostly during the cold, dark winter months. Symptoms include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Even moving your body in short bursts throughout the day can be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows if possible.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



Are you SAD? If your symptoms don't improve with self-care, talk to your provider. You may benefit from talk therapy or antidepressants. For information on using your behavioral health care benefits, call Member Services toll-free at **1-866-622-7982, TTY 711**. Or visit **LiveandWorkWell.com**.

Coping with COPD.

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. COPD makes it hard to breathe. It is the third leading cause of death in the United States.

Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

1. **Don't smoke.** Don't allow others to smoke in your home.
2. **Avoid dust and fumes.** Stay inside on bad air days.
3. **Get a flu shot every year.** Ask your doctor if you should also get the pneumonia shot.
4. **Stay away from germs.** Wash your hands often.
5. **Maintain a healthy weight.** Eat a balanced diet and stay active.





Abuse of power.

Elder abuse is the mistreatment of an elderly person. Disabled people may also suffer the same kind of abuse. Abuse can be physical, emotional or sexual. It can also involve neglect or abandonment. Some abusers steal from their victims. It can happen at home or at a care facility. An abuser can be a loved one or someone who is paid to provide care for the victim.

If you care for an elderly or disabled person, be aware of the signs of abuse. They include:

- Bruises or other injuries.
- Change in emotional state.
- Sudden change in financial situation.
- Bedsores, weight loss or poor hygiene.



Get help. If you or a loved one is being abused, report it. Help is available. Call the national Eldercare Locator at **1-800-677-1116, TTY 711**. Or learn more about elder abuse at **[ncea.acl.gov](https://www.ncea.acl.gov)**.

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Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit **myuhc.com/CommunityPlan** or call Member Services toll-free at **1-866-622-7982, TTY 711**.



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Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-866-622-7982, TTY 711

Our website: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-547-3674, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, 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).
1-866-622-7982, TTY 711

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Be heard.

The CAHPS survey gives you a chance to share your thoughts.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey measures how you perceive the health care you receive through UnitedHealthcare providers, as well as the service you receive from UnitedHealthcare. The CAHPS survey asks about important quality topics like access to care and the type of communication you have with your physicians. UnitedHealthcare members are randomly selected to take part in the survey from February to June each year, and your participation is voluntary.

How can answering the CAHPS survey help you?

UnitedHealthcare reviews the survey results closely every year. The information we learn is applied to our work with care providers and other health care partners. Together, our goal is to help drive quality improvements while enhancing the patient experience.

The example survey questions below ask for your experience in the previous 6 months:

Annual flu vaccine.

- Have you had a flu shot since July 2019?

Getting appointments and care quickly.

- When you needed urgent care, were you able to get care within 24 hours of the urgent situation?
- Were you able to get a routine appointment with your primary doctor within 30 days of the request?
- Did you have to wait longer than 15 minutes to see your doctor from your scheduled appointment time?

Getting needed care.

- Did it take you longer than 30 days to get an appointment with a specialist?
- Was it easy to get the care, test or treatments you needed in past 6 months?

Care coordination.

- How often did your personal doctor talk about all the prescription medicines you were taking?
- When you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?
- When your personal doctor ordered a blood test, X-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results?



Learn more. For more information about the CAHPS survey, please visit **cahps.ahrq.gov**.

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

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, 8 a.m. to 8 p.m., 7 days a week.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at:

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711.**

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711.**

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다.
1-866-622-7982, TTY 711 로 전화하십시오.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711.**

Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-866-622-7982**，或聽障專線 **(TTY) 711**。

Arabic

تنبيه: إذا كنت تتحدث العربية **(Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً.
اتصل على الرقم **1-866-622-7982**، الهاتف النصي **711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711.**

Persian (Farsi)

توجه: اگر به فارسی (Farsi) صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با 1-866-622-7982 (TTY 711) تماس بگیرید.

Amharic

አማርኛ (Amharic) ቁዋንቋ የሚናገሩ ከሆነ የቁንቋ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉታል። 1-866-622-7982, TTY 711 ይደውሉ።

Urdu

اگر آپ اردو (Urdu) بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں 1-866-622-7982، ٹی ٹی وائی 711.

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-622-7982, TTY 711.**

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-622-7982, TTY 711.**

Hindi

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-866-622-7982, TTY 711.**

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-622-7982, TTY 711.**

Bengali

আপনি যদি বাংলায় কথা (**Bengali**) বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে।

1-866-622-7982, TTY 711 নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wuḍu** (**Kru (Bassa)**)-dù kò-kò po-nyò bě bìi n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá mó ín, dá nò bà n̄à kε: **1-866-622-7982, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dịịrị gị. Kpọọ **1-866-622-7982, TTY 711**.

Yoruba

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànḷówọ ìtumò èdè, wá fún ọ ní ọfẹ. Pe **1-866-622-7982, TTY 711**.