## THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

**BAYOUHEALTH**
Your Health | Your Choice

**UnitedHealthcare®**
Community Plan

## IN THIS ISSUE

# Cold or flu?

## Can you tell the difference?

Colds and flus are very common. Both are caused by viruses.

Colds usually start with a sore throat. Then you start sneezing and get a runny nose. You may get a cough. Fevers are rare.

The flu comes on quickly, often within a few hours. You feel worse than you do with a cold. Flu symptoms include headache, muscle aches, a dry cough and chills. Fever is common. In about two to three days, these symptoms stop. Then you get a stuffy nose and a sore throat.

There are many over-the-counter medicines available to help you feel better. But only time can beat a cold or flu.

**It's not too late.** Flu shots are the best way to protect against getting the flu. Get one from your primary care provider or any location that accepts UnitedHealthcare Community Plan.

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# 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 **UHCCommunityPlan.com**. You may also call Member Services at **1-866-675-1607 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.
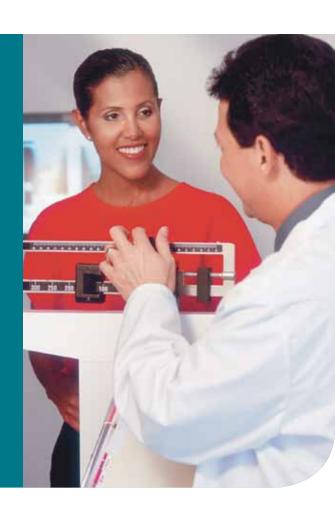
# Take charge

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor knows about all the care you have. Here's how you can take charge of your health care:

1. **THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT** before you go. Try to focus on the top three things that you need help with.
2. **TELL YOUR DOCTOR ABOUT ANY DRUGS OR VITAMINS** you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. **TELL YOUR DOCTOR ABOUT OTHER DOCTORS** you may be seeing. Mention any medications or treatments they have prescribed for you. Ask other doctors you see for reports of their findings. Get copies of any test results. Bring them to your regular doctor the next time you go.
4. **WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
5. **BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.

**Find Dr. Right.** Need to find a new doctor? Use our online directory at **UHCCommunityPlan.com**. Or call Member Services at **1-866-675-1607 (TTY 711)** and ask to have a printed directory mailed to you.

# 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 have the option of going 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 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems. The nurse can help you decide the best place to get care for your illness or injury. Call NurseLine 24/7 at **1-877-440-9409 (TTY 711)**.

## WHAT DO YOU THINK?

You may get a survey from us 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. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

**For every 100 people, 45 visits are made to hospital emergency rooms each year.**

# A is for Asthma™

## Tips for understanding your child's asthma



UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps families manage their children's asthma.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms.
- Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.

**SESAME STREET** | **UnitedHealthcare®**

Partners in Healthy Habits for Life

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**Get resources.**
Download and print "My Asthma Profile" at **sesamestreet.org/asthma**. Fill out the sheet and give a copy to anyone who takes care of your child.

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# Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint.
**1-866-675-1607 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse.
**1-877-440-9409 (TTY 711)**

**State Smoking Quitline** Get support to quit smoking.
**1-800-QUITNOW (1-800-784-8669)**

**National Domestic Violence Hotline** Get help for domestic abuse.
**1-800-799-7233
(TTY 1-800-787-3224)**

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

**Our website** Use our provider directory or read your Member Handbook.
**UHCCommunityPlan.com**

**Text4baby** Get text messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text4baby.org**.

Si necesita ayuda para traducir o entender este texto, por favor llame al telefono.
**1-866-675-1607 (TTY 711)**

Để được trợ giúp biên dịch hoặc để hiểu rõ vấn đề này, vui lòng gọi số.
**1-866-675-1607 (TTY 711)**