



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Your best shot

Pneumonia is 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.



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 a flu shot is at your primary care provider's (PCP's) office. You can also get vaccinated at any clinic or pharmacy that accepts UnitedHealthcare Community Plan health insurance. Visit myuhc.com/CommunityPlan or use the **Health4Me™** app to find a location near you.



PRSRST STD U.S. Postage
PAID
United Health Group

UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

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 check-ups. We sent members information about how important it is to have regular dental check-ups. We found that in many areas, more of our members did go for dental check-ups.

Another goal we had was to increase the number of children who received yearly check-ups. 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; and
- 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 **1-800-941-4647, 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, and
- Residency.



Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. You can also call us toll-free at **1-800-941-4647, TTY 711.**

Safety first



6 tips for medication safety

- 1. Know your drugs.** Learn their names and possible side effects. Know why you need them. Ask how to take them, how much to take, and how often to take them. Never take more or less of a drug than your doctor prescribed without talking to your doctor. Never take drugs that were intended for someone else.
- 2. Avoid interactions.** Tell your doctor and pharmacist about any other drugs, herbs, or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. Don't stop.** You may feel better before the medicine is gone, but keep taking it for as long as your doctor tells you to. With some drugs, you must finish the entire prescription for it to work.
- 4. Heed warnings.** Ask your doctor about any foods, drinks, or activities you should avoid while taking a drug.
- 5. Watch out for side effects.** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. Get checked.** Some medications need to be monitored. These include ACE inhibitors, digoxin, diuretics, blood thinners, and others. Ask your doctor if the medications you take require you to get regular blood tests.



It's listed. UnitedHealthcare CommunityPlan has a list of preferred prescription drugs. Find out if your medicine is on the list. Call **1-800-941-4647, TTY 711**, or visit **myuhc.com/CommunityPlan**.

Prostate problems

Prostate problems are common in men over 50 years of age. Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men.

When diagnosed early, prostate cancer can usually be cured. That is why it is so important for men over 50 to have a prostate exam and to discuss PSA screening with their doctor. African-American men and men whose father, brother, or son had prostate cancer should consider getting tested starting at age 40. Ask your doctor if prostate cancer screening is right for you.



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** or use the **Health4Me** app. You can also call Member Services toll-free at **1-800-941-4647 TTY 711**.




Stop signs

Getting help for alcohol and drug problems

Getting treatment for a substance use disorder can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse, or counselor. What you tell your provider about substance use is private. It is protected under the law. Here's how to start your recovery:

- **Get help right away.** See your doctor, nurse, or counselor.
- **Take an active role.** Keep your appointments. Ask questions. Ask your providers to work together.
- **Find the right program.** There are many kinds of help 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.

Call the NJ Addiction Services Hotline. They can help with a referral to treatment. Their 24-hour, 7-day-a-week, toll-free number is **1-844-276-2777, TTY 711**. You can also call **1-844-REACHNJ (1-844-732-2465)**.

 **Learn more.** Visit [LiveAndWorkWell.com](https://www.LiveAndWorkWell.com) for more information. Need help finding a counselor or program? Call Member Services toll-free at **1-800-941-4647, TTY 711**.

Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better 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** if directed by your doctor. Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.
- 6. Take your medications as directed.** You may need inhalers and pills. You might have to use supplemental oxygen. Work with your provider to make sure you understand what to take, how to take it, and when to take it.

Seizure free

Epilepsy medication works best when you take it on time. When you miss a dose, you are more likely to have a seizure. Some epilepsy medications must be taken many times each day. You may have other medications that you're taking as well.

If you are having a hard time keeping track, ask your doctor or pharmacist for help. They may recommend a pillbox that divides the pills by the times of day. They can explain how to use a daily chart. You can set an alarm on your phone to remind you to take your pills.

Most importantly, keep in close contact with your doctor. Together, you can find the best methods to keep you on top of your medication and seizure-free.



Antibiotics are not always the answer



Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed.

Most illnesses — in adults and children — are not caused by bacteria. Antibiotics do not help with these illnesses. Only time will make them better. This includes colds and flu, which are caused by viruses. Most ear infections, upper respiratory infections, bronchitis, and sinus infections are also caused by viruses.

The right dose

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.

Schedule a doctor's appointment for your child 30 days after your child starts taking medicine. Then be sure to keep your child's regular appointments. Behavioral therapy and counseling can also help.



Take a deep breath

Understanding your asthma medication

There are many different medications for asthma. Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor. Make a written asthma action plan to help you know what to take and when.

Long-term medications

Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

Rescue medications

Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



Join us. UnitedHealthcare Community Plan has disease management programs. These programs help people with asthma, diabetes, and other conditions manage their health. You can get advice from a nurse and reminders about your care. To learn more, call **1-800-941-4647, TTY 711.**

Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).
1-800-941-4647, 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™

MyHealthLine™ If you qualify, you can get a smartphone and a monthly service plan at no cost.
UHCmyHealthLine.com

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

QuitLine Join the Great American Smokeout, Nov. 16, 2017, and get free help quitting smoking (toll-free).
QuitNow.net
1-800-227-2345, TTY 711

Generic drugs



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a co-pay for it. Find out about your drug benefits, including any co-pay you may have. Check **myuhc.com/CommunityPlan**, or call Member Services toll-free at **1-800-941-4647, TTY 711**.

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, and
- 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**.