



HealthTALK

FALL 2018 | ¡VOLTEE PARA ESPAÑOL!



Plan to quit.

Every November, the Great American Smokeout asks everyone to quit smoking. You can quit for just that one day, or it could be the first day of a permanent, healthy change.

There is no way to safely use tobacco. Make a plan to quit on November 15. Ask your provider for help quitting. Or call **1-866-784-8454, TTY 711**, or visit **quitnow.net** to learn more.

Heart smart.



Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.



Get tested. The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years. People with diabetes or other risk factors should get tested each year.

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



Behavioral health.


Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders;
- Depression;
- Attention deficit hyperactivity disorder (ADHD);
- Seasonal affective disorder (SAD); or
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger, or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-941-4647, TTY 711.**

Respecting elders.

Know the warning signs of elder abuse.

An estimated 5 million seniors are abused or neglected each year. Risk of death for elders who have been abused is 3 times as high when compared with elders who have not been mistreated. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be verbal, physical, emotional, financial or sexual. It can involve exploitation, neglect, abandonment, or deprivation of food, medication or other needs. It can happen at home or in hospitals or long-term care facilities. Abusers can be anyone.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- Bruises, sores or other injuries;
- Withdrawal or depression;
- Sudden change in financial situation;
- Bedsores, poor hygiene or unexplained weight loss; or
- Frequent arguments with caregivers or loved ones.





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.

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.

Follow these tips to help prevent the flu and pneumonia:

- Wash your hands often with soap and water, or use an alcohol-based hand sanitizer;
- Don't touch your eyes, nose or mouth unless you have just washed your hands;
- Eat well, exercise, drink lots of water and get enough sleep;
- Try to avoid close contact with people who are sick; and
- Cover your nose and mouth when you cough or sneeze.

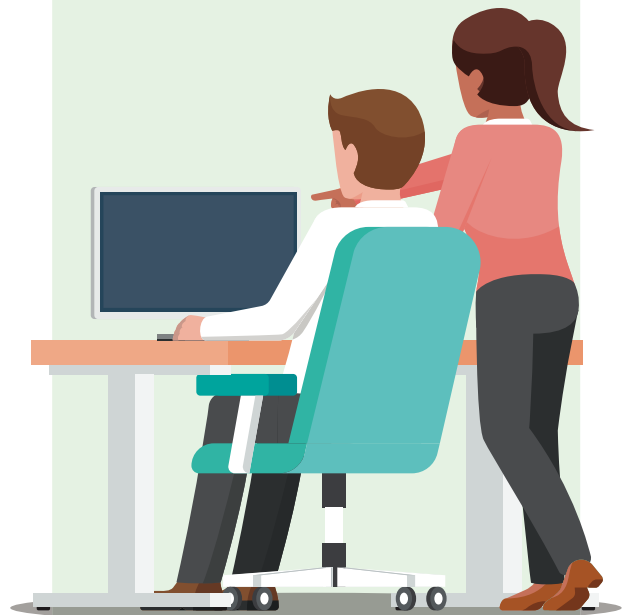
 **Fight the flu.** There is no cost to you for flu shots. The best place to get a flu shot is at your primary care provider's (PCP's) office. You can also get a flu shot at any clinic or pharmacy that accepts your plan. Call Member Services toll-free at **1-800-941-4647, TTY 711**, for more information. Visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app to find a location near you.

Members only.

You can get important information about your health plan anytime at **myuhc.com/CommunityPlan**. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to **myuhc.com/CommunityPlan**.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.

Once you're logged in, you can take a health assessment. The health assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you. We ask new members to take a health assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.





Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen by the health care provider faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a doctor, it may be easier to get an appointment for a routine visit or minor sickness when you need it.

When can your 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 pharmacy. You can even call at night or on weekends.

When should you go to an urgent care center?

If you cannot get in to see your doctor, you can go 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 need to wait a long time.

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®

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-877-440-9407, TTY 711

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-800-941-4647, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-866-784-8454, TTY 711

National Domestic Violence Hotline: Get 24/7 support, resources and advice (toll-free).
1-800-799-7233, TTY 1-800-787-3224
thehotline.org



Need help? Call Member Services toll-free at **1-800-941-4647, TTY 711**. Need to find a provider? Visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me** app.





UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

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

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

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

Phone:

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

Mail:

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also 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, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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ተተላሊዙ ዘሎ ሓበሬታ ብቋንቋኩም ተዘይኮይኑ፤ ብኹብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስማዕ ንተጻግሙ/TTY 711።

Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາພີ່ມແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647 TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakilip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد . لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید . وسیله ارطبا تی برای نا شنوایان- TTY 711.