



HealthTALK

WINTER 2019



What do you think?

In a few weeks, you may get a survey 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. Your opinion helps us make the health plan better.

Fight the flu.

It's 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. The flu can affect people differently. 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 to you 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 or use the UnitedHealthcare **Health4Me**® app to find a location near you.

UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802

AMC-049-HI-CAID CSHI19MC4402415_000


90-day supply benefit.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- Talk with your doctor to see if your medications qualify. If so, your doctor can write you a new prescription for a 90-day supply.
- Talk to your pharmacist. Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.

 **We've got you covered.** To find out what medications are included, call Member Services toll-free at **1-888-980-8728, TTY 711.**



Get the lead out.


Our Keiki is our highest priority.

Did you know that lead poisoning can cause brain damage, slow growth and development, and learning, behavior and speech problems? According to the Centers for Disease Control and Prevention, sources of lead may be:

- Old artificial turf in playing fields.
- Candy imported from Mexico.
- Folk medicine used by East Indian, Indian, Middle Eastern, West Asian and Hispanic cultures.
- Toy jewelry.
- Toys made in other countries or older toys passed down from generations.
- Water (from lead in pipes).
- Lead fishing weights.
- Paint made before 1978.

You can take action to prevent lead poisoning:

- Be sure your child has had a lead screening test before he or she turns 2.
- See your primary care provider (PCP) if you suspect lead exposure.
- Wash your child's hands and toys regularly.
- Keep children away from peeling paint or anything painted with lead-based paints.
- Clean floors and windows every 2 to 3 weeks. Household dust can contain lead, so be sure to use a damp cloth or mop to prevent the lead dust from traveling.

 **Stay safe.** For more information, check out the State of Hawaii, Department of Health Childhood Lead Poisoning Prevention website at **health.hawaii.gov/cshcn/leadpp**.

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.



Breathe easy. If you have COPD or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free at **1-888-980-8728, TTY 711.**

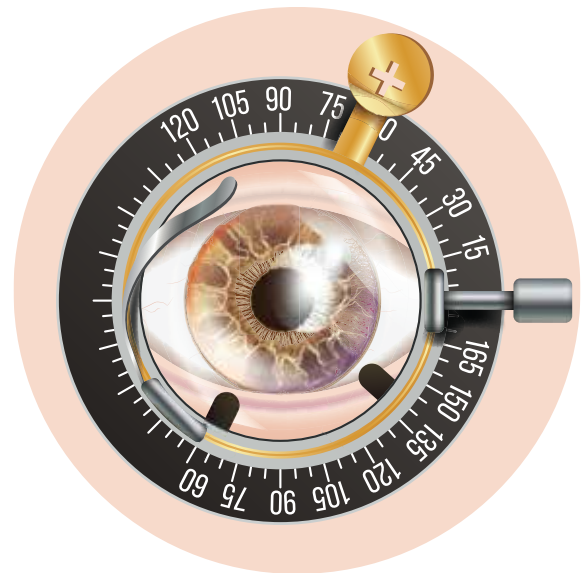
See here.

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



Schedule your exam. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition and make sure you get the care you need. To learn more, call Member Services toll-free at **1-888-980-8728, TTY 711.** We can also help you find a doctor to schedule your eye exam.




Under control.

Keep close tabs on your diabetes.

If you have diabetes, you need to make your health a priority. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This test shows how well your blood sugar has been controlled over the last 2 to 3 months. Knowing your A1c helps you gauge what you need to do to stay at your target level, or work toward getting there. Get your A1c tested 2 to 4 times per year.
- **HDL (good) cholesterol.** Diabetes tends to lower your good cholesterol and raise bad cholesterol levels. Knowing your numbers can help you control your cholesterol. This is important for heart health. HDL should be more than 40 for men and 50 for women. Get this test once a year.
- **Kidney function.** Diabetes causes damage to your kidneys over time. This test shows how well your kidneys are working. Get this test once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. Your eye doctor will look at the inside of your eyes. This test helps find problems before you notice them. Get this test once a year.

 **We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-888-980-8728, TTY 711**. Or use the **Health4Me** app.



Resource corner.

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

1-888-980-8728, TTY 711

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

myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-888-980-8728, 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.

Hawai'i Tobacco Quitline: Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)
hawaiiquitline.org

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



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

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

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

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

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call 1-888-980-8728 to tell us which language you speak. (TTY: 711).
(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 1-888-980-8728 , 我們會提供免費翻譯服務 (TTY: 711).
(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-888-980-8728 omw kopwe ureni kich meni kapas ka ani. (TTY: 711).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-888-980-8728 pour nous indiquer quelle langue vous parlez. (TTY: 711).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-888-980-8728 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 711).
(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-888-980-8728 `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-888-980-8728 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711).
(Japanese) 貴方は、他の言語に、助けを必要としていますか？ 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 1-888-980-8728 に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: 711).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-888-980-8728 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711).
(Mandarin) 您需要其它语言吗? 如有需要, 请致电 1-888-980-8728 , 我们会提供免费翻译服务 (TTY: 711).
(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-888-980-8728 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711).
(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-888-980-8728 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 711).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-888-980-8728 y díganos que idioma habla. (TTY: 711).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-888-980-8728 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 711).
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-888-980-8728 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 711).
(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-888-980-8728 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-888-980-8728 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 711).