



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



CALL US, MAYBE

Our Member Services call center hours have changed. We are now open 8 a.m. to 6 p.m., Monday through Friday. Call **1-877-542-9238 (TTY 711)** toll-free to find a doctor, ask benefit questions or voice a complaint, in any language.

Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits. ■ pap smears.
- breast cancer screenings. ■ cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-877-542-9238 (TTY 711)**.

You have the power

6 ways to prevent heart disease

Heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. EAT RIGHT:** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. BE ACTIVE:** Aim for at least 30 minutes of moderate activity most days.
- 3. DON'T SMOKE:** Also avoid other forms of tobacco and secondhand smoke.
- 4. KNOW YOUR NUMBERS:** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. WATCH YOUR WEIGHT:** Maintain the right weight for your height.
- 6. LIMIT STRESS:** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.





Talk about tobacco

Stop smoking before it starts.

The health risks of smoking are well known. Yet kids are still picking up the habit. Talk to your children about smoking. Set clear rules. You can help keep them from starting. Here are some facts from the Centers for Disease Control and Prevention:

- Nine out of 10 adults who smoke started before they were 18.
- Every day about 2,100 kids become regular smokers.
- 6.7 percent of middle school students use tobacco. So do 23.3 percent of high school students.
- Between 2011 and 2012, use of electronic cigarettes by youth doubled.
- 5.6 million of today's young smokers will one day die from smoking.



Set a good example. Do you smoke? The Great American Smokeout might be a good day for you to quit. This year's date is Nov. 20. Get support from your local Quitline at **1-800-QUITNOW (1-800-784-8669)**.

Back to school

Sometimes, a teacher is the first to notice the signs of ADHD in a child. ADHD stands for attention deficit/hyperactivity disorder. There are many different signs of ADHD. They include:

- easily distracted
- often losing or forgetting things
- trouble focusing or following directions
- trouble sitting still
- not listening
- talking too much
- a hard time finishing tasks

If your child is prescribed medicine for ADHD, follow these tips:

- Have at least one visit with your child's doctor within 30 days of starting the new medicine.
- Visit the doctor at least two more times in the nine months after the first visit.
- Use the medicine the doctor prescribes for your child for at least seven months, or until the doctor tells you to stop taking the medicine.



Preteen vaccines

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.



It's your best shot.

Learn more about vaccines for every member of your family at CDC.gov/vaccines.



Know the signs

Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy



Get checked. Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit MyUHC.com/CommunityPlan.

Resource corner

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

1-877-542-9238 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-855-575-0136 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

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

MyUHC.com/CommunityPlan

National Domestic Violence

Hotline Get free, confidential help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)



The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: immediately
- Urgent PCP visit: within 48 hours
- Routine PCP visit: within 3 weeks
- Specialist visit: within 30 days



Need help? If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-877-542-9238 (TTY 711)**.