



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



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. You do not have copays for generic or brand name drugs. Find out about your drug benefits. Check myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-877-542-9238, TTY 711**.

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 one is at your primary care provider's (PCP's) office. You can also get one at any clinic, pharmacy, or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me™** app to find a location near you.



United Health Group
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UnitedHealthcare Community Plan
10895 Grandview, Ste. 200
Overland Park, KS 66210

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

Another goal we had was to increase the number of children who received yearly checkups. 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
- 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 **1-877-542-9238, 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
- Residency



Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call us toll-free at **1-877-542-9238, TTY 711.**

Quitting time

Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? This is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



You can do it. The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit QuitNow.net or call **1-800-227-2345, TTY 711.**

Say no to CO

Stay safe this winter.

Carbon monoxide (CO) is a colorless, odorless gas that is produced from burning fuel.

Because you cannot see or smell CO, the first sign it is in

your home is often when you start to feel sick. The first symptoms include headache, fatigue, or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.



If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call 911 from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- Leave a car running in a garage or other enclosed space, even with the door open
- Run a generator inside your home, garage, or crawl space
- Burn charcoal inside
- Use a gas range, oven, or dryer for heating your home

Schedule your screening

Breast cancer is one of the most common cancers in women. Thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.





Respecting elders

Know the warning signs of elder abuse.

An estimated 5 million seniors are abused or neglected each year. 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, or abandonment. 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
- Change in financial situation
- Bedsores, poor hygiene, or unexplained weight loss
- Frequent arguments with caregivers or loved ones

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

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).
1-855-575-0136, TTY 711

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

QuitLine Get free help quitting smoking (toll-free).
QuitNow.net
1-800-227-2345, TTY 711

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

