



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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.



Help us help you

Have you taken a Health Assessment?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. 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.

Taking a Health Assessment is easy. It only takes a few minutes. Just visit the secure member website at myuhc.com/CommunityPlan, or call **1-877-403-7876 (TTY 711)** and complete the Health Assessment on the phone. You can also ask that a paper copy be mailed to you.



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The winter blues

Self-care for seasonal affective disorder

Seasonal affective disorder (SAD) is a form of depression. People with SAD have symptoms of depression mostly during winter. These include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Yoga, meditation and massage therapy may also be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows when you can.
- **Brighten your environment.** Trim trees and shrubs that may be blocking the sun from your windows. Paint your walls a bright color.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



Are you SAD? If your symptoms don't improve, talk to your provider. You may benefit from therapy or antidepressants. For information on using your behavioral health care benefits, call **1-800-941-4647 (TTY 711)**, toll-free.

Know your drug benefits

Do you know where you can get more information about your prescription drug benefits? Visit our website to learn about:

- 1. What drugs are on our formulary.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. How to get your prescriptions filled.** There are thousands of network pharmacies nationwide. You can find one near you that accepts UnitedHealthcare Community Plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) You might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan or on the Health4Me app. You can also call Member Services toll-free at **1-800-941-4647 (TTY 711)**.

Your privacy

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI
- what rights you have to your family's PHI and FI
- when we may share PHI and FI with others



It's no secret. You can read our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. You can also call Member Services toll-free at **1-800-941-4647 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

By the numbers

Could you have diabetes?

Diabetes is getting more and more common. The number of adults with diabetes is four times more since 1980. If this trend continues, 1 in 3 adults will have diabetes by 2050. Consider these facts from the U.S. Centers for Disease Control and Prevention.

- 1.7 million people find out they have diabetes each year.
- Nearly one in 10 Americans now has diabetes. That's more than 29 million people.
- More than 8 million people with diabetes don't know they have it.
- More than 1 in 3 adults — or 86 million people — have prediabetes.

Many people with diabetes have no symptoms or risk factors. Untreated diabetes can cause serious problems. It can lead to heart disease or vision loss. That's why testing is important for everyone. Ask your provider if you should be tested at your next visit. Ask how you can prevent diabetes.



We can help. Our disease management program helps people with diabetes. We will send you reminders about tests you need. You can get telephone help from a nurse.

Call Member Services toll-free at **1-800-941-4647 (TTY 711)** to learn more.



Ask Dr. Health E. Hound

Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.



Get it all. Learn more about vaccines and other children's health topics at **KidsHealth.org**.

Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

Symptoms

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- numbness or weakness of face, arm or leg;
- confusion, trouble speaking or understanding;
- vision changes in one or both eyes;
- trouble walking or staying balanced;
- severe headache;
- drowsiness; or
- nausea or vomiting.

Signs

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, they may not be able to:

- smile;
- raise both arms; or
- clearly speak a simple sentence.



Act fast. Call **911** at the first sign of a possible stroke. Quick treatment is essential.



You have the power

6 ways to prevent heart disease

According to the American Heart Association, 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.



Know your BMI

Two out of three adults are overweight or obese. So are one out of three children. Being overweight puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too high for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



Know your number. Your doctor can tell you what your BMI is. Want a computer to do the math for you? You can enter your weight and height to find out your BMI at cdc.gov/healthyweight/assessing/bmi.



Help wanted

UnitedHealthcare Community Plan needs your help. We are looking for members who would like to join our Community Advisory Committee (CAC). By joining the committee you have the opportunity to:

- learn more about the plan;
- give your input so that we may serve you better;
- receive health information that may help you and your family; and
- meet members of organizations that serve your community.



Join us. If you would like to join us as a 2016 CAC member, please call Member Services at **1-800-941-4647 (TTY 711)**. We will provide transportation if needed.



Brush up

5 Tips for a bright smile

Help your children get a good start on a lifetime of healthy teeth and gums. Teach them good habits at an early age and begin regular dental visits. The same habits are great for you, too. A simple routine that includes brushing, flossing and visiting the dentist regularly is a great start to a healthy smile.

1. **Brush** your teeth at least twice a day.
2. **Replace** your toothbrush every three to four months.
3. **Clean** between teeth daily with floss.
4. **Visit** your dentist for cleanings and exams every six months.
5. **Eat** a balanced diet and limit between-meal snacks.



Smile! For more information about your dental benefits, please call **1-800-941-4647 (TTY 711)**.



Get it right

Where to go for the right care,
at the right time

Your first option: Your PCP

For most illnesses and injuries, your primary care provider's (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 provider could call in a prescription to your pharmacy. You can even call at night or on weekends.

Examples: Throat, ear, respiratory or eye infections. Colds and flu. Skin problems. Mild asthma symptoms. Stomach viruses.

Your next option: Urgent care

If you cannot get in to see your provider, you could 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.

Examples: Same as PCP, plus sprains or minor broken bones. Cuts requiring stitches. Moderate asthma or diabetes symptoms needing quick treatment.

For true emergencies: Call 911 or 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.

Examples: Signs of stroke or heart attack. Uncontrolled bleeding. Serious pregnancy complications or active labor. Major asthma or diabetes symptoms.



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)

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

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

**myuhc.com/CommunityPlan
Health4Me**

KidsHealth Get reliable information on health topics about and for children and teens.

KidsHealth.org