



# HealthTALK

SUMMER 2018



## Did you know?

About 618 people in the United States are killed by extreme heat every year.

Heat-related illnesses happen when the body is not able to properly cool itself. Older adults, young children and people with chronic diseases are most at risk.

Source: Centers for Disease Control and Prevention

## Quitting time.

Do you want to quit smoking? UnitedHealthcare QUEST Integration will pay for up to two rounds of four counseling sessions a year to help you quit. UnitedHealthcare QUEST Integration will also pay for nicotine gum, patches, nasal spray, inhaler, lozenges and medicines that can help you stop smoking.

Tobacco use is the largest preventable cause of disease and death. 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.

If you're ready to quit, the Hawai'i Tobacco Quitline offers free phone and online counseling. They also provide a free four-week supply of nicotine patches, gum or lozenges. Call **1-800-QUIT-NOW (784-8669)** or visit **[hawaiiquitline.org](http://hawaiiquitline.org)** for more information.



**You can do it.** For more information, call Members Services toll-free at **1-888-980-8728**. For assistance due to a hearing impairment, call **TTY 1-888-980-8728**.

# 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. However, they are still around in other parts of the world. If we do not vaccinate, those rare diseases could increase in number here when someone comes in contact with a person who has one. Also, there are other diseases 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 EPSDT well-child checkups. Please keep a record of when your child gets a shot and what types of shots were given. Share it with any new providers your child sees.

 **Get it all.** Learn more about vaccines and other children's health topics at [uhc.com/kids](http://uhc.com/kids).



# Breathe easy.

## Understanding your asthma or COPD medication.


There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

### Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

### Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.

 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-888-980-8728, TTY 711**, to learn more.

# Prescribed an opioid?

## 3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other treatments for pain could help you feel better. These include non-opioid medications, over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction. People with alcohol or drug problems are at higher risk.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can cause overdose and can cause you to stop breathing when mixed with other drugs. Medicine used for the treatment of anxiety and sleeping disorders can cause this. It's a bad idea to mix alcohol with an opioid pain reliever.



**Need help?** Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



## Baby, don't smoke.

Are you pregnant? Thinking about getting pregnant? If you smoke, you need to quit — for you and your baby. Smoking exposes your baby to dangerous chemicals. It keeps your baby from getting enough oxygen. When you are pregnant, smoking increases the chances of:

- Complications of pregnancy.
- Stillbirth or premature birth.
- Low birthweight.
- Certain birth defects.

After the baby is born, being around cigarette smoke can cause other problems. Sudden infant death syndrome (SIDS), asthma, pneumonia and ear infections are more common in babies who live with smokers.



**Quitting time?** Talk to your provider before you get pregnant. He or she can help you make a plan to quit. Ask smokers in your household to join you in quitting.







## 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/CommunityPlan**  
**Health4Me®**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (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 24/7 support, resources and advice (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**thehotline.org**

# Crush cancer.

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT: Mammography.**

**WHY:** To catch breast cancer early.

**WHEN:** Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every two years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

**WHAT: Colonoscopy.**

**WHY:** To catch or prevent colorectal cancer.

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

**WHAT: Pap and HPV screening.**

**WHY:** To catch or prevent cervical cancer.

**WHEN:** Pap screening for women every three years between ages 21–29. Pap and HPV tests every five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



**Are you at risk?** Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.



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 <b>1-888-980-8728</b> to tell us which language you speak. (TTY: <b>711</b> ).
(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 <b>1-888-980-8728</b> , 我們會提供免費翻譯服務 (TTY: <b>711</b> ).
(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori <b>1-888-980-8728</b> omw kopwe ureni kich meni kapas ka ani. (TTY: <b>711</b> ).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le <b>1-888-980-8728</b> pour nous indiquer quelle langue vous parlez. (TTY: <b>711</b> ).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter <b>1-888-980-8728</b> und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: <b>711</b> ).
(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 <b>1-888-980-8728</b> `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: <b>711</b> ).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti <b>1-888-980-8728</b> tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: <b>711</b> ).
(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、 <b>1-888-980-8728</b> 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: <b>711</b> ).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. <b>1-888-980-8728</b> 로 전화해서 사용하는 언어를 알려주십시오 (TTY: <b>711</b> ).
(Mandarin) 您需要其它语言吗? 如有需要, 请致电 <b>1-888-980-8728</b> , 我们会提供免费翻译服务 (TTY: <b>711</b> ).
(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok <b>1-888-980-8728</b> im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: <b>711</b> ).
(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 <b>1-888-980-8728</b> pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: <b>711</b> ).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al <b>1-888-980-8728</b> y díganos que idioma habla. (TTY: <b>711</b> ).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa <b>1-888-980-8728</b> para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: <b>711</b> ).
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he <b>1-888-980-8728</b> 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: <b>711</b> ).
(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 <b>1-888-980-8728</b> nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: <b>711</b> ).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa <b>1-888-980-8728</b> aron magpahibalo kung unsa ang imong sinulti-han. (TTY: <b>711</b> ).