



HealthTALK

SUMMER 2019



Did you know?



According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer.

Wait no more.

When you call to make a doctor's 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: Immediate care 24 hours a day, 7 days a week. No prior authorization is required.

Urgent care and PCP pediatric sick visits: Within 24 hours.

PCP adult sick visits: Within 72 hours.

Routine PCP visits for adults and children: Within 21 days.

Routine behavioral health visits for adults and children: Within 21 days.

Visits with a specialist or non-emergent hospital care: Within 4 weeks.



Need help? If you are having trouble getting an appointment, let us know. Call Member Services toll-free at **1-888-980-8728, TTY 711.**

Honolulu, HI 96802
P.O. Box 2960

UnitedHealthcare Community Plan

United Health Group
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FIRST CLASS U.S. POSTAGE

CSHI19MC4402415_002

AMC-051-HI-ABD

Help is here.

Get treatment for alcohol and prescription problems.



Getting treatment for substance use can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. Here's how to start your recovery:

- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful.

 **Learn more.** Visit [LiveAndWorkWell.com](https://www.liveandworkwell.com) for more information about how to get treatment for substance use disorders and mental illness.

Controlling asthma.

Older adults might have more trouble controlling their asthma. Researchers are studying why. Here are some things to watch out for:

- **Medications.** Some prescriptions you take for other health problems might worsen your asthma. These include aspirin and other pain relievers, blood pressure or heart medications, and eye drops for glaucoma.
- **Other chronic illnesses.** Reflux disease and depression can make asthma worse.
- **Obesity.** Asthma occurs at higher rates among adults over 60 who are overweight or obese.

Mention any concerns you have about your asthma when you visit your doctor. Make notes throughout the year about any changes you have noticed.

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

Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending on 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 the face, arm or leg.
- Confusion, trouble speaking or understanding.
- Vision changes in one or both eyes.
- Trouble walking or staying balanced.
- Severe headache.
- Drowsiness.
- Nausea or vomiting.

Signs.

There are 3 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.
- Coherently speak a simple sentence.

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

Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.



See your doctor. If lifestyle changes are not enough to keep your blood pressure down, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Your best shot.

You can prevent 2 common diseases.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your doctor about vaccines for shingles and pneumococcal disease.

Shingles is caused by the herpes zoster virus. This is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems. The vaccine is recommended for adults age 60 and older.

Pneumococcal disease is caused by the *Streptococcus pneumoniae* bacterium. It can result in severe infections like some kinds of pneumonia (a lung infection) and meningitis (a brain infection). The vaccine is recommended for all adults age 65 and older. Younger adults who smoke or have asthma should also get the shot.



Time for a checkup? See your primary care provider (PCP) once a year for a checkup. Ask about vaccinations and tests you may need. Need to find a new PCP? Call Member Services toll-free at **1-888-980-8728, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **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

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

Want to receive information

electronically? Call Member Services and give us your email address (toll-free).

1-888-980-8728, TTY 711

Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

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.

For general health questions, call our toll-free NurseLineSM at **1-888-980-8728, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions.

 **We're here for you.** From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-888-980-8728, TTY 711**.

