



HealthTALK

FALL 2019



Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These treats and snacks are healthier options than candy.



Fight the flu.

Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.



Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.



It's your best shot. There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get the flu shot at any clinic or store that accepts your health plan. Visit myuhc.com/CommunityPlan to find a location near you.

UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

Stay on your feet.

Tips for preventing falls.

The chance of falling increases with age. This increase may be caused by physical changes, health conditions or medications. But falling does not have to be a part of aging. Here are some simple ways you can help reduce the risk of falls at home.

- 1. Keep your home clutter-free.** Make sure the floors are clear of anything you could trip on, such as cords, clothes or pet toys.
- 2. Light your way.** Use a nightlight in your bedroom or place a lamp by your bed. If you need to get up during the night, make sure you can see. Keep the lights on at night in the hallways if you need to.
- 3. Ready your bathroom.** Install grab bars by the shower and toilet. Place nonskid mats in the shower and bath.
- 4. Clean spills right away.** Avoid using cleaning products that make surfaces slippery.



Be heart smart.

Congestive heart failure (CHF) is a disease that affects your heart. CHF means that the heart does not pump well and less blood gets to your muscles and organs. CHF causes shortness of breath (especially while exercising or lying flat in bed), fatigue, weakness and swelling in the ankles.

CHF affects almost 6 million adults in the U.S. About half of the people diagnosed with CHF will die within 5 years of being diagnosed.

If you're diagnosed with CHF, your provider will recommend treatment and lifestyle changes. This includes resting more or changing your daily activities, eating a low-salt diet and taking medication.

Taking action to prevent CHF is the best way to avoid it. You can reduce your risk by controlling your blood pressure, losing weight if your doctor says you should, exercising and eating less salt.



It's a balancing act. Falling does not have to be a part of aging.

Talk with your provider if you've had issues with balance, walking or falls. Reviewing your risks with your provider can play a big part in helping to prevent falls. If you need help finding a provider, we can help. Call Member Services toll-free at **1-800-941-4647, TTY 711**.



Plan to quit.

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 during the Great American Smokeout®, a national event hosted by the American Cancer Society. This year the event is November 21.



Quitting time? You can quit smoking for good with the right help. Get telephone support and information by calling the QuitLine at **1-800-QUIT-NOW (1-800-784-8669), TTY 711.**



Let it go.

It's perfectly natural to feel stressed sometimes. Everyone does. Not all stress is bad, but long-term stress can affect your health. That's why it's important to manage it. Here are 4 tips on how to cope with stress:

- 1. Get regular exercise.** Just 30 minutes per day of walking can help boost your mood and reduce stress.
- 2. Try a relaxing activity.** Meditation, yoga and tai chi can be relaxing. Drawing or coloring can also be calming.
- 3. Set goals and priorities.** You don't need to do everything at once. Decide what needs to be done now and what can wait.
- 4. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support.



Relax. To learn about your behavioral health benefits, call Member Services toll-free at **1-800-941-4647, TTY 711.**

See here.

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. In advanced cases, symptoms can include blurred vision, seeing "spots," seeing "halos" around lights, loss of central vision and loss of colors in vision.

However, most of the time, symptoms do not start until the damage is bad. Laser surgery can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. The exam can catch the problem before you have symptoms. The eye doctor will dilate your pupils with eyedrops. Then the doctor will take a look inside your eye. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These risks include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs.

The programs help you manage your condition with reminders about your care and advice from a nurse. To learn more, call Member Services toll-free at **1-800-941-4647, TTY 711.**





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

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

myuhc.com/CommunityPlan
Health4Me®

QuitLine: Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (1-800-784-8669), TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).

1-800-799-SAFE (1-800-799-7233)
TTY 1-800-787-3224
thehotline.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-800-941-4647, TTY 711

Controlling your blood pressure.

Bring it down.

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. Maintain a healthy weight.** Lose weight if your doctor says you should.
- 2. Get moving.** Aim for 30 minutes of moderate activity a day.
- 3. Eat well.** Eat more fruits, vegetables and lean proteins. Reduce saturated fat. Read labels on packaged foods.
- 4. Reduce sodium.** Choose other spices to add flavor to foods. Limit processed and restaurant foods.
- 5. Limit alcohol.** One drink a day for women or two for men is a moderate amount. Or, don't drink any alcohol.
- 6. Take your medicine.** If your doctor prescribes blood pressure medicine, take it as directed. Use notes, alarms or phone calls to help you remember.



Get checked. A healthy blood pressure is 120/80 or lower. High blood pressure is 140/90 or higher. A reading in between is considered prehypertension, or borderline high blood pressure.





UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາມີບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-800-941-4647 TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-800-941-4647 聽障專線 TTY 711。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakilap na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد . لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید . وسیله ارطبا تی برای نا شنوایان- TTY 711.