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HealthTALK

WINTER 2020



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.

A healthy start.

Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).



All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.

Your PCP is your partner in health. An annual well visit gives you the chance to talk to them about what's important to you. Tell them about any health concerns you have. Ask questions. Together, you can make a plan and take charge of your health.



Need a new PCP? We can help you find a provider who is a good fit for you. Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-800-941-4647, TTY 711**.

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

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Heart smart.

Coronary artery disease (CAD) is the most common form of heart disease in the United States. It is caused by a buildup in the arteries. It can cause many other heart problems, including heart attack.

What can you do to prevent CAD? A healthy lifestyle can help manage heart diseases like CAD. This can include:

- Healthy eating. Your diet should include foods such as fruits and vegetables, whole grains and foods that are low in sodium.
- Daily exercise.
- Medication (if recommended by your provider).
- Quitting smoking.

Symptoms of CAD include chest pain, abnormal heart rhythms or heart failure. Talk to your provider if you have any of these conditions.

Wait no more.

Time to see your doctor?

As our member, we want you to get the right services at the right time and in the right place. When you call to make an appointment, it's important to tell the doctor's 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:** The same day.
- **Urgent PCP visit:** Within 24 hours
- **Routine PCP visit:** Within 4 weeks.
- **Urgent and behavioral health visits:** Within 24 hours.
- **Routine behavioral health visits:** Within 10 days.
- **Specialist visit:** Within 4 weeks.



Need help? If you are having trouble getting an appointment with your provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-941-4647, TTY 711.**



Abuse can happen to anyone.

Domestic abuse affects millions of women, men and children each year. It occurs when one person in a relationship tries to control another. It can happen to anyone. It doesn't matter if you are young or old, male or female, gay or straight, rich or poor, black or white.

Abusers may physically hurt their victims. But abuse isn't always physical. They can also do other things to make you afraid. They may keep you from seeing friends or family, or not let you have enough money. You may be a victim of domestic abuse if your partner or caregiver:

- Hurts you with words or physical force.
- Uses sex to hurt you.
- Uses money to control you.



Get help. If you are being abused, call the National Domestic Violence Hotline at **1-800-799-SAFE (7233)**, TTY **1-800-787-3224**. Help is free and confidential. If you are in immediate danger, call **911**. You can also learn more about domestic violence at **thehotline.org**.

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Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit **myuhc.com/CommunityPlan** or call Member Services toll-free at **1-800-941-4647**, TTY **711**.



Before baby.

Are you thinking about becoming pregnant? To have a healthy pregnancy and baby, it's important to take care of your health before you get pregnant. Planning for a baby is the perfect time to:

- Quit smoking or taking recreational drugs.
- Cut down on alcohol and caffeine.
- Get chronic health conditions under control.
- Eat healthier foods.
- Exercise more.
- Start taking a prenatal vitamin containing folic acid, calcium and iron.
- Find out if genetic testing is right for you.

Once you are pregnant, it's important to have regular checkups with your doctor. You should have your first visit before your 12th week of pregnancy.

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A fit family.

Indoor and outdoor exercises for the winter months.

Show your kids the importance of exercise by making time for family fitness. You can make exercise fun this winter with a mix of indoor and outdoor activities. Exercising together is a great way to keep your family healthy, and to spend quality time together.

Studies show that children with active parents are 6 times more likely to maintain an active lifestyle than children who don't.

Some ideas for indoor exercise activities this winter are:

- Simple exercises such as jumping jacks, sit-ups or pull-ups.
- Online exercise videos.
- Dancing.
- Lifting weights (you can use common items like canned goods, cartons of water or bags of potatoes if you don't have dumbbells).

Just because it's cold outside doesn't mean you can't spend time outdoors and get some exercise. But it's important to dress for the weather. This means dressing in layers, and wearing a hat, gloves or mittens, warm socks, boots and a winter jacket.

Some outdoor exercise activities are:

- Sledding.
- Ice skating.
- Walking.
- Shoveling snow.

Making time for exercise all year long is important for maintaining good health. Try to aim for at least 30 minutes of moderate exercise every day or most days of the week. Your 30 minutes doesn't need to be all at once. Even 10 minutes of exercise 3 times a day will make a difference.



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: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, 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, TTY 1-800-787-3224
thehotline.org

Healthy First Steps®: Get support throughout your pregnancy (toll-free).
1-800-599-5985, TTY 711

KidsHealth®: Get reliable information on health topics for and about kids.
KidsHealth.org

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

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iStock.com: fizkes



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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ተተላሊዙ ዘሎ ሓበሬታ ብቋንቋኩም ተዘይኮይኑ፤ ብኹብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡- 1-800-941-4647 ምስማኑ ንተጻግሙ/TTY 711።

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

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາພີ່ມແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, 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.