



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

According to the Centers for Disease Control and Prevention, more than one in 10 adults have been diagnosed with heart disease. Heart disease is the No.1 cause of death in the United States.



## Take risks to heart

### New heart guidelines

New heart disease prevention guidelines have been in the news. They address risk factors for heart disease and stroke. These include blood pressure, obesity, cholesterol and lifestyle. Your age, gender, race and family history are also considered.

The new guidelines suggest that providers use an online risk calculator. Then, your provider will work with you to reduce your risk if needed. This could include lifestyle changes and/or medication.

Your target numbers for blood pressure and cholesterol may be different from what they used to be. They are now specific to you.



**See your PCP.** Ask your PCP about your heart disease risk factors. Learn more about the new guidelines at **Heart.org**.



## By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have;
- the benefits and services you don't have (exclusions);
- how to find out about network providers;
- how your prescription drug benefits work;
- what to do if you need care when you are out of town;
- when and how you can get care from an out-of-network provider;
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care;
- your member rights and responsibilities;
- our privacy policy;
- if, when and how you may need to submit a claim;
- how to voice a complaint or appeal a coverage decision;
- how your plan decides what new technologies are covered; and
- how to request an interpreter or get other help with language or translation.



**Get it all.** You can read the Member Handbook online at **UHCommunityPlan.com**. Or call Member Services

toll-free at **1-800-941-4647 (TTY 711)** to request a copy of the handbook.

## THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



**Questions on UM?** Call Member Services at **1-800-941-4647 (TTY 711)** toll-free. Ask to speak to someone in Utilization Management. We will explain how UM works and what it means for your care.

## Respecting elders



### Know the warning signs of elder abuse.

World Elder Abuse Awareness Day takes place every year on June 15. An estimated 5 million seniors are abused or neglected each year. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be verbal, physical, emotional, financial or sexual. It can involve exploitation, neglect or abandonment. It can happen at home or in hospitals or long-term care facilities. Abusers can be anyone.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- bruises, sores or other injuries;
- withdrawal or depression;
- change in financial situation;
- bedsores, poor hygiene or unexplained weight loss; or
- frequent arguments with caregivers or loved ones.



**Report it.** If you or someone you care for may be a victim of elder abuse, please ask for help. To report abuse for someone who lives in the community, call Adult Protective Services at **1-800-792-8820**. To report abuse for someone who lives in a long-term care facility, call the NJ Office of the Ombudsman for the Institutionalized Elderly at **1-877-582-6995**. You can find the numbers in your phone book or online.

# Under control

## Make your diabetic health a priority.

It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Which of these tests are you missing?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last two to three months. It tells you how well your treatment is working. Get this test three or four times per year.
- **CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. Your doctor can tell you the HDL and total cholesterol numbers you should aim for. Get this test once a year.
- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **DILATED EYE EXAM:** Uncontrolled diabetes can cause blindness. In this test, eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you'll ever notice them. Get this test once a year.



**We make it easy.** These tests are covered benefits. Need help making an appointment or getting to the doctor? Call Member Services toll-free at **1-800-941-4647 (TTY 711)**.

## Fear factor

Anxiety and fear are normal feelings. They can help you avoid danger. The feelings usually go away quickly. But sometimes these feelings get worse with time. They become stronger and affect your daily life.

This is called anxiety disorder. It affects millions of people. Medicine and therapy can help. If you are having some of these symptoms, it may be time to get treatment:

- feelings of panic or terror about something that poses little danger;
- racing heartbeat, trouble breathing or chest pain;
- frequent upsetting thoughts;
- repeating actions that make upsetting thoughts go away;
- a hard time concentrating; or
- trouble sleeping or nightmares.



**Fear not.** Call United Behavioral Health at **1-800-941-4647 (TTY 711)**. We will refer you to a participating mental health professional. If you get mental health care, tell your PCP about it. Ask to sign a release so your providers can share information about your care.



# Eye to eye

## Are you at risk for glaucoma?

Glaucoma is a common eye disease that can cause vision loss and blindness. It often has no symptoms. When it is caught early, glaucoma is treatable. That's why it's so important for you to have regular eye exams. Those at highest risk for glaucoma are:

- people with diabetes;
- African Americans over age 40;
- anyone over age 60, particularly Mexican-Americans;
- people with a family history of glaucoma; or
- people who are severely nearsighted (can't see far).

If you are at high risk, talk to your doctor. Simple tests, such as a dilated eye exam, can find the disease.



**See here.** You can get a routine eye exam every year. You do not need a referral from your PCP to see an in-network provider. Choose one from our provider directory or call Member Services at **1-800-941-4647 (TTY 711)**.

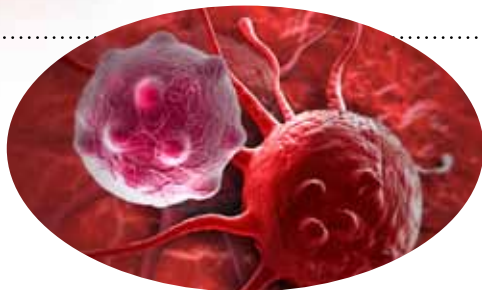


## A silent disease

As you get older, your risk for breaking bones rises. Many older people, especially women, have osteoporosis. It makes bones weak. Weak bones are more likely to break.

Many people have osteoporosis but don't know it. They might not find out until they break a bone. There is a test for osteoporosis. It's called a bone mineral density test. It's quick and painless. If the test shows you have osteoporosis, there are things you can do to slow bone loss:

- **GET PLENTY OF CALCIUM AND VITAMIN D.** These are found in dairy products, some green vegetables and vitamin supplements.
- **EXERCISE.** Weight-bearing exercises like walking help make bones stronger.
- **DO NOT SMOKE.**
- **TAKE MEDICATIONS** if your doctor recommends them.



## CANCER FREE

A colonoscopy is a test that looks for — and prevents — colon cancer. A recent long-term study proved that this test saves lives. It showed that people who had the test were twice as likely to survive colorectal cancer than people who didn't have the test. The people in the study all had polyps removed.

The test looks at the large intestine with a camera. It also removes polyps, which are small lumps. Polyps that are removed are tested for cancer. Most polyps are not cancer, but removing them prevents them from ever becoming cancer. If cancer is found, it is very treatable when caught early.



**Is it time?** Have your first colonoscopy when you turn 50. It could be as long as 10 years until you need another one. If you have a family history of colorectal cancer, talk to your doctor about starting screening earlier.

## 4 foods for a healthy heart

Eating right can help control your cholesterol. You may have heard to avoid dietary cholesterol and saturated and trans fats. These are found in meats and processed foods. But did you know that what you DO eat can also make a difference? Whether you already have high cholesterol or are trying to prevent it, try these four types of foods:

- 1. FIBER:** Found in vegetables, fruits, beans and whole grains like oatmeal. Fiber helps lower LDL (“bad”) cholesterol.
- 2. OMEGA-3 FATTY ACIDS:** Found in fatty fish such as mackerel, tuna, salmon and sardines. Have at least two servings of fish a week. Ground flaxseed and canola oil also have some omega-3 fatty acids.
- 3. NUTS:** Walnuts, almonds and other nuts can reduce blood cholesterol. Nuts are high in calories, so eat just a handful a day. Choose varieties that are low in added salt or sugar.
- 4. OLIVE OIL:** It can lower LDL cholesterol while keeping your HDL (“good”) cholesterol the same. Replace other fats in your diet with olive oil. Try cooking vegetables in it or making salad dressing with it. Use it instead of butter on bread.



## COPING WITH COPD



Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

- 1. DON'T SMOKE OR STOP SMOKING.** Don't allow others to smoke in your home.
- 2. AVOID DUST AND FUMES.** Stay inside on bad air days.
- 3. GET A FLU SHOT EVERY YEAR.** Ask your doctor about the pneumonia shot.
- 4. STAY AWAY FROM GERMS.** Wash your hands often.
- 5. MAINTAIN A HEALTHY WEIGHT.** Eat a balanced diet and stay active.



**We can help.** UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call **1-800-941-4647 (TTY 711)** to find out more.

## The pressure is on

### Understanding blood pressure

Blood pressure is a measure of how well your blood moves through your body. The first number is the systolic reading. It is the pressure when your heart beats. The second number is the diastolic reading. It is the pressure when your heart rests between beats.

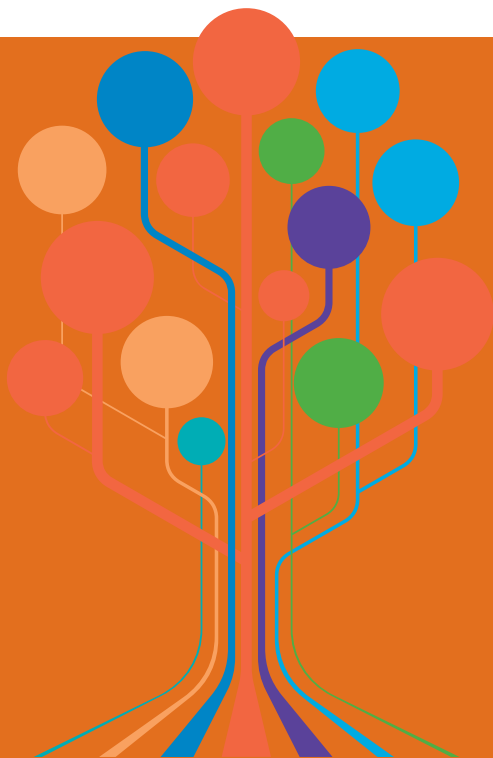
High blood pressure makes the heart work harder to pump blood and oxygen through the body.

- Ideal: less than 120/80
- Borderline: 120/80 to 139/89
- High: 140/90 or higher

You can lower your blood pressure with a healthy lifestyle. Using less salt, drinking less alcohol, losing weight and exercising can lower blood pressure. If lifestyle changes are not enough, medications can help.



**Keep it down.** UnitedHealthcare Community Plan has a program to help you with high blood pressure and other health problems. Call Member Services at **1-800-941-4647 (TTY 711)** to learn more about it.



## 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** Use our provider directory or read your Member Handbook.  
**UHCommunityPlan.com**

**National Domestic Violence Hotline**  
Get free, confidential help for domestic abuse (toll-free).  
**1-800-799-7233**  
**(TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW (1-800-784-8669)**  
**(TTY 711)**

# Take charge

## Be a partner in your care.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. Here's how you can take charge of your health care:

- 1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT** before you go. Try to focus on the top three things that you need help with.
- 2. TELL YOUR PROVIDER ABOUT ANY DRUGS**, vitamins or over-the-counter medication you take on a regular basis. Bring a written list and bring the medicine itself with you.
- 3. TELL YOUR PROVIDER ABOUT OTHER PROVIDERS** you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.
- 4. If you are seeing a specialist, ASK HIM OR HER FOR A REPORT OF THE FINDINGS.** Get a copy of any test results. Give this information to your PCP the next time you go.
- 5. WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
- 6. BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.



**Check out check-ups.** See your primary care provider (PCP) once a year for a well visit. You will get any tests or shots you need. Need to find a new PCP? Visit **UHCommunityPlan.com**.

## 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 2014 CAC member, please call Member Services at **1-800-941-4647 (TTY 711)**. We will provide transportation if needed.

**HELP WANTED**