



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## 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.



## Keeping kidneys healthy



### You can prevent diabetic kidney disease.

Your kidneys act as filters for your blood. If you have diabetes, you are at risk for kidney problems. If your blood pressure or blood sugar is high, kidney damage is even more likely.

There are things you can do to keep your kidneys healthy. Follow the diet your doctor says you should. Keep your blood sugar and blood pressure under control. Take your medicines as directed. Spend 30 minutes or more being active most days. Don't smoke.

Early kidney damage has no symptoms. Simple tests can find it before it gets worse. If you have diabetes, get tested at least once a year for kidney disease. You should also have your HbA1c (blood sugar) tested at least twice a year, and a diabetic eye exam once a year.



**We can help.** UnitedHealthcare Community Plan has a program to help people with diabetes. Call **1-888-887-9003 (TTY 711)** toll-free to join.

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United Health Group

# Take care

## Where to go when you don't feel well

Your primary care provider (PCP) is the best person to help you when you are sick or injured. Your PCP knows you and your medical history. He or she has your medical records.

Call your PCP's office first when you need care. You might get an appointment for later that day. Your PCP could call in a prescription to your drugstore. You can even call at night or on weekends.

Your PCP may tell you to go to an urgent care center. You may also go to a convenience care clinic if you can't reach your PCP. Many convenience care clinics are open at night and on weekends.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.



**Get advice.** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night, who can help you decide the best place to get care. Call NurseLine toll-free, 24/7, at **1-877-839-5407 (TTY 711)**.



## Act FAST

Do you know the symptoms of a stroke? The American Stroke Association has a "FAST" way to help you remember the signs of a stroke.

**F FACE DROOPING:** Does one side of the person's face droop when he or she smiles?

**A ARM WEAKNESS:** Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift down?

**S SPEECH DIFFICULTY:** Is speech slurred, is the person unable to speak, or is he or she hard to understand? Ask the person to repeat a simple sentence, like "The sky is blue." Is the sentence repeated correctly?

**T TIME TO CALL 911:** If the person shows any of these symptoms, even if the symptoms go away, call **911** and get them to the hospital FAST.



## KNOW YOUR DRUG BENEFITS

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

- 1. WHAT DRUGS ARE ON OUR FORMULARY.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.** You can find a network pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. HOW TO GET EXCEPTIONS.** You can ask for drugs that might otherwise be limited. Your provider can help you make a request.



**Look here.** Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

## Well balanced

### 5 tips for preventing falls

- 1. EXERCISE.** Having weak legs or poor balance makes it more likely you will fall. Go for a walk each day. Try exercises like Tai Chi that can improve your balance. Find low-cost classes at your local hospital or community center.
- 2. KNOW YOUR MEDICATIONS.** Tell your doctor if your medications make you dizzy or drowsy. Sometimes it's a combination of medications that causes problems. Your doctor might be able to change problem medications.
- 3. CHECK YOUR VISION.** It is hard to get around safely if you can't see well. See your eye doctor every year. Make sure your glasses or contact lenses are the right strength.
- 4. KEEP YOUR HOME SAFE.** Clutter, poor lighting or small rugs can cause falls. Use non-slip mats in your bathroom. Use curtains or shades to reduce glare. Use brighter light bulbs or more lights. Keep the things you use most in your kitchen in lower cabinets.
- 5. WEAR GOOD SHOES.** Wear sturdy shoes, even when you are at home. Make sure they have non-slip soles. Sneakers are a good choice. Don't go barefoot or wear slippers.





# Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint (toll-free).

**1-888-887-9003 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-877-839-5407 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support (toll-free).

**1-800-599-5985 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**MyUHC.com/CommunityPlan**

**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)**



## Brisk winter air

### 5 tips for better breathing

Many people with asthma breathe a sigh of relief when winter comes. But some people feel worse in the winter. Their asthma can be triggered by cold air outside or dry air inside. Indoor triggers like dust mites and pet dander can also build up when windows are closed. Here are some tips for managing your asthma in the winter:

- 1. DRINK LOTS OF WATER.** Aim for eight 8-ounce glasses a day.
- 2. USE A HUMIDIFIER INSIDE.** Clean it and change the filter often.
- 3. COVER YOUR MOUTH AND NOSE OUTSIDE.** Use a scarf or a mask.
- 4. AVOID WOOD-BURNING FIREPLACES OR STOVES.** If you use one, keep it clean. Make sure your home is well ventilated.
- 5. VACUUM AND DUST OFTEN.** Keep pets out of bedrooms. Wash bed sheets weekly.

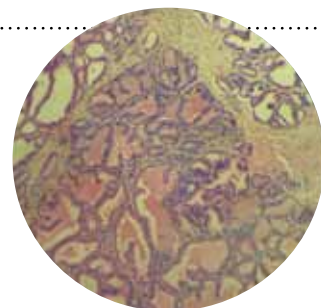


**Time for a change.** Do you have asthma? Talk to your doctor about whether you need to change your asthma action plan seasonally. Remember to carry your rescue inhaler with you.

## JUST FOR MEN

Prostate problems are common in men over 50. As men age, the prostate often gets bigger. When this happens, some men have trouble with urination or sex. A doctor can help you find relief.

Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men. When caught early, it is very curable. That is why it is important for men over 50 to be checked for prostate problems. African-American men and men whose father, brother or son had prostate cancer should get checked starting at 40.



**Check it out.** Talk to your doctor about your prostate health. Ask if you should get a digital rectal exam and a PSA blood test.