



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get a flu vaccine each fall. It's available now.



## Brush up

### Tips for a healthy mouth



Healthy teeth and gums allow you to eat well, enjoy your food and feel more confident. Without proper care, teeth can decay and gums can get infected. Over time, these problems can lead to tooth loss.

Dentists are tooth and gum experts. They can help you prevent tooth and gum disease and fix problems you may already have. Be sure to visit your dentist every six months for a check-up and cleaning. And take these steps toward good dental health:

- **BRUSH YOUR TEETH TWICE DAILY** with fluoride toothpaste.
- **FLOSS EVERY DAY.**
- **EAT A VARIETY OF HEALTHY FOODS.**
- **TELL YOUR DENTIST ABOUT YOUR MEDICATIONS.** Many drugs cause dry mouth and cause dental problems.
- **QUIT SMOKING.** Smoking increases your risk of gum disease.



**Smile brightly.** For more information about your dental benefits, please call **1-800-941-4647 (TTY 711)**.



# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider or get prior authorization from an out-of-network provider. There is no cost to you. Covered services include:

- **CHECK-UPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

## COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Get a baseline (first) mammogram between ages 35–40. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



**What do you need?** Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.

## Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental check-ups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

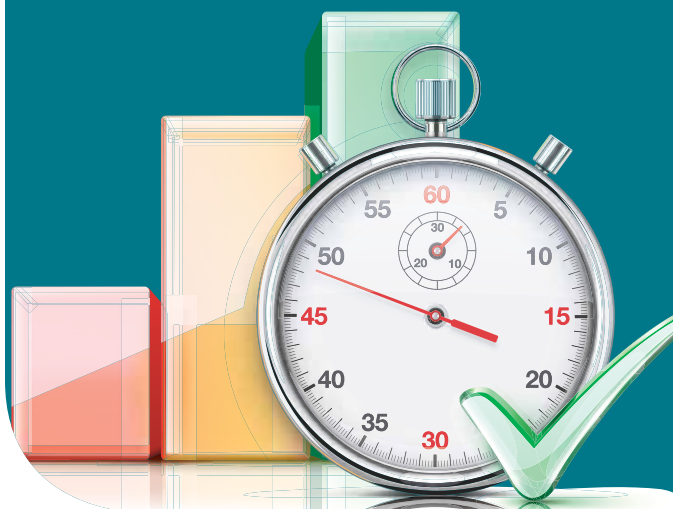
We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-800-941-4647 (TTY 711)**.



# The right dose

## 4 tips for people who use antidepressants

Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



**Follow up.** If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.



## The waiting game

As our member, we want you to get the right services at the right time — in the right place. 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: immediately
- Urgent PCP visit: within 24 hours
- Routine PCP visit: within 28 days
- Specialist visit (non-emergency): within 4 weeks



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. 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)**

**Healthy First Steps** Get pregnancy and parenting support.  
**1-877-813-3417 (TTY 711)**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.  
**@UHCPregnantCare**  
**@UHCEmbarazada**  
**bit.ly/uhc-pregnancy**

**Our website and app** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**myuhc.com/CommunityPlan**  
**Health4Me**

**KidsHealth** Get reliable information on health topics about and for children and teens.  
**KidsHealth.org**

# Fresh air

## Understanding your asthma or COPD medication

There are many different medications for asthma and COPD. Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

### LONG-TERM MEDICATIONS

Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

### RESCUE MEDICATIONS

Most people with asthma and COPD have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can help you breathe better in minutes. They work for a few hours.



**Do you smoke?** The Great American Smokeout is a great time to quit. This year, it takes place on November 19. Visit **cancer.org** to find out more about this annual event.