



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Did you know?

There are 17.7 million adults in the United States with asthma. This is 7.4 percent of the over-18 population.

(Centers for Disease Control and Prevention)



How can we help?

Take a Health Assessment.

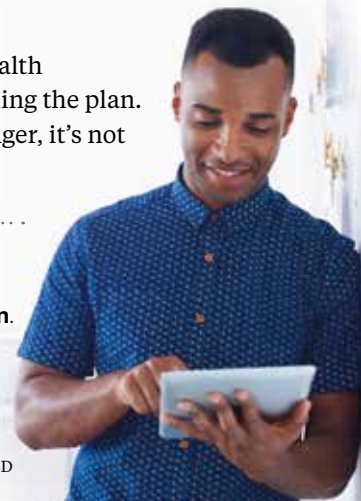
UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.



It's easy. It only takes a few minutes. Just visit myuhc.com/CommunityPlan.

Or call **1-800-941-4647, TTY 711**, to complete it on the phone.



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

UnitedHealthcare Community Plan

Coping with COPD

6 tips for better breathing

Chronic obstructive pulmonary disease (COPD) is a term to describe a group of lung conditions. It includes emphysema and chronic bronchitis. Taking good care of yourself can help you cope with COPD. You may feel better if you:

- **Don't smoke.** Don't allow others to smoke in your home or vehicle.
- **Avoid dust and fumes.** Stay inside on bad air days.
- **Get a flu shot every year** if directed by your doctor. Ask your doctor about the pneumonia shot.
- **Stay away from germs.** Wash your hands often.
- **Maintain a healthy weight.** Eat a balanced diet and stay active.
- **Follow doctor's orders.** Take your medications as directed. You may need inhalers and pills. You might even have to use supplemental oxygen. Work with your provider to make sure you understand what to take, how to take it, and when to take it.



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.

Do you need a Pap test?

Pap tests screen for cervical cancer. As you get older, the chance of getting cervical cancer gets lower. But the chance of dying from cervical cancer rises. That's why it is still important to discuss your cervical cancer risk with your doctor.

You and your doctor should decide together if you need to get Pap tests. Be honest with your doctor about your risk factors. Ask if you should get tested for HPV, the virus that causes most cases of cervical cancer.



Find Dr. Right.

Do you need to find a primary care or woman's health provider? Use the provider directory at myuhc.com/CommunityPlan or call **1-800-941-4647, TTY 711**.



The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.




Questions? Just call **1-800-941-4647, TTY 711**, toll-free.

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);
- What costs you may have for health care;
- 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;
- What to do if you get a bill;
- How to voice a complaint or appeal a coverage decision;
- How to request an interpreter or get other help with language or translation;
- How the plan decides if new treatments or technologies are covered; and
- How to report fraud, waste, and abuse.

 **Get it all.** You can read the Member Handbook online at myuhc.com/CommunityPlan, or call Member Services toll-free at **1-800-941-4647**, **TTY 711**, to request a copy of the handbook.



Spring is here!

Coping with seasonal allergies and asthma

When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden, or exercise outdoors**, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **After spending time outdoors**, shower and change your clothes. This keeps pollen off your furniture and bedding.
- **Keep windows closed** in your home and car when possible.
- **Take your medicine.** If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider's orders for treating other allergy symptoms.

Respecting elders

World Elder Abuse Awareness Day is June 15. According to the National Council on Aging, 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. Anyone can be an abuser.



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; and
- Frequent arguments with caregivers or loved ones.



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/CommunityPlanHealth4Me

QuitLine Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)

TTY 711

smokefree.gov

National Domestic Violence Hotline

Get 24/7 support, resources, and advice for your safety (toll-free).

1-800-799-SAFE (7233)

TTY 1-800-787-3224

thehotline.org

Partners in care

How you can help your providers work together

Your primary care provider (PCP) may not be the only person who provides your health care. That is why it is important that your care be coordinated. This can help avoid duplication of services and medications. Your PCP, other health care providers, and your health plan will work together to give you the right care, at the right time, and in the right setting. Here's how you can help:

- Tell your PCP about all the specialists you see. Talk about any tests, treatments, or medications that a specialist has prescribed or suggested.
- Ask your specialist to contact your PCP and send a copy of your medical report and results. This helps to avoid having the same test or treatment twice. It can prevent problems from taking two or more drugs that should not be used together.
- When you go to a specialist, ask for a copy of your medical report and results. Bring a copy to your PCP. It's a good idea to keep a copy for yourself.
- If you have been to the emergency department or have had a hospital admission, be sure to tell your PCP.
- If your PCP or specialist orders a test, ask when to expect your test results. Find out how you will get the test results: by phone; letter; or online on a secure patient portal. Be sure to learn about all your test results, even when results are normal.



Make your wishes known

You have the right to say yes or no to procedures, tests, and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes known in advance. You could give your doctor the name of someone you trust. You can also write your wishes down. There are forms you can use to make this easy.



Write it down. Ask your doctor, clinic, or hospital for an advance directive form. You can also find simple forms online.