



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.



## Take a look.

### New vision vendor.

On January 1, 2018, UnitedHealthcare Community Plan will begin using MARCH Vision for eye care services such as eye exams and glasses. There are no changes to your benefits. However, you may need to choose a different vision doctor.

**Questions?** Need to find an eye doctor? Member Services can help. Call **1-800-504-9660, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. CST.

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**PAID**  
United Health Group

UnitedHealthcare Community Plan  
10701 West Research Drive  
Milwaukee, WI 53226-0649



## Welcome Woodman's Markets!

Woodman's Markets is now partnering with Healthy Savings to make eating healthier more convenient and affordable for you. Remember, every Sunday new discounts are loaded on your Healthy Savings card. You can get the discounts at Woodman's Markets or any other participating grocer. Visit [HealthySavingsUHC.com](http://HealthySavingsUHC.com) to learn more about Healthy Savings or to enroll.

# Avoid the ER.

## Know where to go and when.

For most illnesses and injuries, your primary care provider's (PCP's) office should be the first place you call when you need care. You can even call at night or on weekends.

If you cannot get in to see your PCP, you could go to an urgent care center. Urgent care centers see walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms (ERs) are for major medical emergencies only. Go to the ER only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor illness or injury, you may need to wait a long time.



### Hello, nurse!

UnitedHealthcare has a 24/7 NurseLine<sup>SM</sup>.

A nurse can help you decide the best place to get care.

Call NurseLine at

**1-866-827-0806, TTY 711.**



## Ask Dr. Health E. Hound.<sup>®</sup>

### Q: Why does my child need to be tested for lead?



**A:** Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of the well-child visit at these ages. The test is done using a few drops of blood.



**Learn about lead.** Read all about lead poisoning and other kids health topics. Visit [UHC.com/Wikids](http://UHC.com/Wikids).



## Rest easy.

Flu season is in full swing. The flu virus spreads easily during the cooler months.

The flu often comes on suddenly. You will likely have a fever and feel achy and tired. The flu often causes a cough, a sore throat and a stuffy nose. 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. Take a fever reducer/pain reliever. Get plenty of rest. Drink lots of water. Stay home to keep from giving the flu to others.

The best way to prevent the flu is with an annual flu shot. It's not too late to get this season's vaccine. It's recommended for everyone ages 6 months and older. Ask your PCP about the flu shot.



**Know your provider.** See your primary care provider for a checkup before you get sick. Need to find a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call **1-800-504-9660, TTY 711**, toll-free.



## Get connected.

### 4 ways to be in the know.

**1. Member portal:** Register at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). This is your secure member website. See your covered benefits, search for providers, view your Member Handbook and much more.

**2. Member app:** Download the UnitedHealthcare **Health4Me™** mobile app. It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.

**3. Facebook:** Follow us on Facebook at [facebook.com/UnitedHealthcareCommunityPlan](https://facebook.com/UnitedHealthcareCommunityPlan).

**4. Events and announcements:** Visit [UHCommunityPlan.com/wi/wi-healthplan](http://UHCommunityPlan.com/wi/wi-healthplan) to see important health plan announcements and a list of upcoming events in your area.

## KidsHealth.

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it. Get answers to your health questions at [UHC.com/Wikids](http://UHC.com/Wikids).

- **Parents:** Find answers you can trust. Get doctor-approved advice without the medical jargon.
- **Kids:** Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **Teens:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.



**Check it out.** For healthy facts at your fingertips, visit [UHC.com/Wikids](http://UHC.com/Wikids) today.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).  
**1-800-504-9660, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**Health4Me™**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-866-827-0806, TTY 711**

**MyHealthLine<sup>TM</sup>:** If you qualify, you can get a smartphone and a monthly service plan at no cost.  
**[UHCmyHealthLine.com](http://UHCmyHealthLine.com)**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps<sup>®</sup>:** Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.  
**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth<sup>®</sup>:** Get reliable information on health topics for and about kids.  
**[UHC.com/Wikids](http://UHC.com/Wikids)**

# Stop signs.

## Getting help for alcohol and drug problems.

Getting treatment for substance abuse can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. What you tell your provider about substance use is private. It is protected under the law. Here's how to start your recovery:

- **Get help right away.** See your doctor, nurse or counselor.
- **Take an active role.** Keep your appointments. Ask questions. Ask your providers to work together.
- **Find the right program.** There are many kinds of help available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



**Learn more.** Visit **[LiveAndWorkWell.com](http://LiveAndWorkWell.com)** for more information. Need help finding a counselor or program? Call Member Services toll-free at **1-800-504-9660, TTY 711**.

