



Health TALK

WINTER 2019 | ¡VOLTEE PARA ESPAÑOL!



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.



UnitedHealthcare Community Plan
9020 Stony Point Parkway, Building II
Richmond, VA 23235


Breathe easy.

How to control asthma when it's cold.

Many people with asthma breathe a sigh of relief when winter comes. Outdoor triggers like pollen and weeds go away. But some people feel worse in the winter. Their asthma can be triggered by cold or dry air. Dust mites and pet dander can also build up when windows are closed.

Here are 4 tips for winter asthma control:

- 1. Drink lots of water.** Aim for 8 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. Vacuum and dust often.** Keep pets out of bedrooms. Wash bed sheets weekly.

 **Have a plan.** 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.



Test time.

Colon cancer is preventable. Don't wait for symptoms to appear to get checked. Symptoms are not always obvious, but can include:

- Changes in bowel habits.
- Changes in stool consistency.
- Blood in stool.
- Abdominal pain.

Your risk for colon cancer increases after the age of 45. If you are 45 or older, talk to your primary care provider (PCP) about screening with colonoscopy. A colonoscopy is a test that 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.



Get checked.

The American Cancer Society recommends that adults at average risk get screened for colon cancer every 10 years from ages 45 to 75. If you have a family history of colon cancer, talk to your doctor about starting screening earlier.



Take charge.

See your PCP for your annual well visit.

Checkups aren't just for kids. They can help adults stay healthy, too. See your primary care provider (PCP) once a year for a well visit. You will get any tests or shots you need. Your PCP can look for problems that often don't have symptoms.

Get off to a good start this year by scheduling an appointment with your PCP. Preparing for your PCP visit can help you get the most out of it. 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 3 things you need help with.
2. Tell your PCP about any drugs or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. Tell your PCP about other doctors you may be seeing. Mention any medications or treatments they have prescribed for you. Bring copies of any reports and test results.
4. Write down your symptoms. Tell your doctor how you feel. Mention any new symptoms and when they started.
5. Bring someone for support. He or she can help you remember and write down information.



Need a doc? We can help. Call Member Services toll-free at **1-866-622-7982, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.

Under control.

Tests for people with diabetes.

If you have diabetes, it is important to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-866-622-7982, TTY 711**. Or use the **Health4Me** app.



Know your numbers.

Almost 1 in 3 adults has high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. High blood pressure can lead to serious problems, so it's important to treat it. It's a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- See your doctor regularly, and get your blood pressure checked at each visit.
- Do not smoke.
- Limit salt to less than 1,500 mg per day.
- Stay at a healthy weight.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Exercise for at least 30 minutes a day.



See your doctor. If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-866-622-7982, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-547-3674, TTY 711

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-866-622-7982, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

10 facts about depression.

Things to know when you're feeling down.

1. **Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.
2. **Depression makes it hard to give.** It's hard to think of other people when you're depressed.
3. **Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
4. **Ongoing irritability can be a symptom of depression.**
5. **Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
6. **Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.
7. **People don't choose to be depressed.** But they do make a choice about how to deal with it. Denying that you have a problem will not make you feel better.
8. **Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. Try to show your love in small ways you can manage.
9. **Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.
10. **Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to **LiveandWorkWell.com**.
- If you do not know your access code, click on "I don't know my access code."
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Click on "Enter."
- Go to the "Mind and Body" drop down.
- Select "Mental Health."
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.



Get help. To learn more about your behavioral health benefits, call Member Services toll-free at **1-866-622-7982, TTY 711**.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. In other words, UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UnitedHealthcare Community Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact UnitedHealthcare Community Plan at the toll-free member phone number listed on your health plan member ID card, TTY 711.

If you feel that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or email:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail at:

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>



UnitedHealthcare Community Plan cumple con los requisitos fijados por las leyes Federales de los derechos civiles y no discrimina en base a raza, color, nacionalidad, edad, discapacidad o sexo. En otras palabras, UnitedHealthcare Community Plan no excluye a las personas ni las trata de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

UnitedHealthcare Community Plan:

- Provee asistencia y servicios gratuitos de ayuda para las personas con discapacidades en su comunicación con nosotros, con:
 - Intérpretes calificados en el lenguaje de señas
 - Información por escrito en diferentes formatos (letras de mayor tamaño, audición, formatos electrónicos accesibles, otros formatos)
- Provee servicios gratuitos con diversos idiomas para personas para quienes el inglés no es su lengua materna, como:
 - Intérpretes calificados
 - Información impresa en diversos idiomas

Si usted necesita estos servicios, por favor llame gratuitamente al número para miembros anotado en su tarjeta de identificación como miembro del plan de salud, TTY 711.

Si usted piensa que UnitedHealthcare Community Plan no le ha brindado estos servicios o le ha tratado a usted de manera diferente debido a su raza, color, nacionalidad, edad, discapacidad o sexo, usted puede presentar una queja por correo o correo electrónico a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

Usted también puede presentar una queja acerca de sus derechos civiles ante el Departamento de Salud y Servicios Humanos de los Estados Unidos, Oficina de Derechos Civiles, electrónicamente a través del sitio para quejas de la Oficina de Derechos Civiles en **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** o por correo en:

Correo:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Teléfono:

Gratuitamente al **1-800-368-1019**, **1-800-537-7697** (TDD)

Formularios para quejas se encuentran disponibles en **<http://www.hhs.gov/ocr/office/file/index.html>**

English

ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Please call **1-866-622-7982, TTY 711**.

Spanish

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-622-7982, TTY 711**.

Korean

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-866-622-7982, TTY 711** 로 전화하십시오.

Vietnamese

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số **1-866-622-7982, TTY 711**.

Chinese

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 **1-866-622-7982**，或聽障專線 (TTY) **711**。

Arabic

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-866-622-7982**، الهاتف النصي **711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-866-622-7982, TTY 711**.

Persian (Farsi)

توجه: اگر به فارسی **(Farsi)** صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با **1-866-622-7982 (TTY 711)** تماس بگیرید.

Amharic

አማርኛ (Amharic) ቁጥንቁ የሚናገሩ ከሆነ የቁንቁ ርዳታ አገልግሎት ከክፍያ ነጻ ይገኛሉታል። **1-866-622-7982, TTY 711 ይደውሉ።**

Urdu

اگر آپ **اردو (Urdu)** بولتے/بولتی ہیں، تو آپ کے لیے زبان سے متعلق اعانت کی خدمات، مفت دستیاب ہیں۔ کال کریں **1-866-622-7982**، ٹی ٹی وائی **711**۔

French

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-866-622-7982, TTY 711**.

Russian

ВНИМАНИЕ: Если вы говорите по-**русски (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-866-622-7982, TTY 711**.

Hindi

ध्यान दें: यदि आप हिन्दी (Hindi) भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निःशुल्क उपलब्ध हैं। कॉल करें **1-866-622-7982, TTY 711**.

German

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-866-622-7982, TTY 711**.

Bengali

আপনি যদি **বাংলায় কথা (Bengali)** বলেন, তাহলে ভাষা সহায়তা পরিষেবাগুলি, আপনার জন্য বিনামূল্যে উপলব্ধ আছে। **1-866-622-7982, TTY 711** নম্বরে ফোন করুন।

Kru (Bassa)

TÒ ÌDÙŨ NÒ MÒ DYÍIN CÁO: À bédé gbo-kpá-kpá **bó wuḍu (Kru (Bassa))**-dù kò-kò po-nyò bě bì n̄ à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄ ín, d̄á n̄ò bà n̄ià k̄e: **1-866-622-7982, TTY 711**.

Igbo

Ọ bụrụ na ị na asụ **Igbo (Igbo)**, ọrụ enyemaka asụsụ, n'efu dijirị gị. Kpọọ **1-866-622-7982, TTY 711**.

Yoruba

Tí ó bá ń sọ **Yorùbá (Yoruba)**, ìrànlọ́wọ́ ìtumò èdè, wá fún ọ ní ọ̀fẹ́. Pe **1-866-622-7982, TTY 711**.