



HealthTALK

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.



Is it time to renew?

Washington Apple Health Medicaid coverage is renewed yearly. Many people renew their benefits this time of year. Some renewals are automatic. You will be notified by mail.

Other members will need to renew. If you get mail from the Washington Health Benefits Exchange asking you to take action, call **1-855-WAFINDER (1-855-923-4633)**, **TTY 1-855-627-9604**, toll-free. Or renew online at **WAHealthPlanFinder.org**.



We're here to help. We have a special team to help if you need support. Call **1-866-686-9323**, **TTY 711**, if you need help renewing your coverage.



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

AMC-049-WA-CAID
CSWA19MC4403002_000

Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Get checked. Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services at **1-877-542-8997, TTY, 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.



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 **1-877-542-8997, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the **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 **1-877-542-8997, TTY 711**. Or use the **Health4Me** app.



Coping with the flu.

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 primary care provider (PCP) about the flu shot.



Know your provider. See your PCP for a checkup before you get sick. Need to find a new one? Visit myuhc.com/CommunityPlan or call Member Services at **1-877-542-8997, TTY 711**, toll-free.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language. Get help with mental health or substance use problems (toll-free).

1-877-542-8997, TTY 711

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

**myuhc.com/CommunityPlan
Health4Me®**

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-543-3409, TTY 711

Healthy First Steps[®]: Get support throughout your pregnancy.

1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.

UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.

KidsHealth.org

March Vision: Search for a vision care center near you online. (Member Services can also help by phone.)

MarchVisionCare.com

Help Quitting Smoking: Get free help quitting smoking (toll-free).

**1-866-QUIT-4-LIFE (1-866-784-8454)
quitnow.net**

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** and enter access code **UHCWA**.
- 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 **1-877-542-8997, TTY 711**. We can also assist with finding a behavioral health provider.

UnitedHealthcare Community Plan complies with all Federal civil rights laws that relate to healthcare services. UnitedHealthcare Community Plan offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. UnitedHealthcare Community Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy and sex stereotyping.

UnitedHealthcare Community Plan also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

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

You can call or write us about a complaint at any time. We will let you know we received your complaint within two business days. We will try to take care of your complaint right away. We will resolve your complaint within 45 calendar days and tell you how it was resolved.

If you need help with your complaint, please call **1-877-542-8997, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

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

Phone:

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

Mail:

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

If you need help with your complaint, please call **1-877-542-8997, TTY 711**.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call **1-877-542-8997, TTY 711**, Monday through Friday, 8:00 a.m. to 5:00 p.m.



English:

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at **1-877-542-8997 (TTY: 711)**.

Hmong:

Yog cov ntaub ntauv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-877-542-8997 (TTY: 711).

Samoaan:

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, fa'amolemole fa'afesoota'i mai le vaega a le United Healthcare Community Plan ile telefoni 1-877-542-8997. (TTY:711).

Russian:

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-877-542-8997 (телетайп: 711).

Ukrainian:

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-877-542-8997 (для осіб з порушеннями слуху: 711).

Korean:

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-877-542-8997(TTY: 711)로 UnitedHealthcare Community Plan에 전화하십시오.

Romanian:

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-877-542-8997 (TTY: 711).

Amharic:

ተያይዞ ያለው መረጃ በቋንቋዎ ካልሆነ፤ እባክዎን በሚከተለው ስልክ ቁጥር ወደ UnitedHealthcare Community Plan ይደውሉ፡፡ 1-877-542-8997 (መስማት ስተሳናቸው/ TTY: 711)፡፡

Tigrinya:

ተተሓሔዙ ዘሎ ሓበሬታ ብቋንቋኹም ተዘይኮይኑ፤ ብኹብረትኩም በዚ ዝስዕብ ቁጥር ስልኪ ናብ UnitedHealthcare Community Plan ደውሉ፡፡ 1-877-542-8997 (ምስማን ንተጸገሙ/ TTY: 711)፡፡

Spanish:

Si la información adjunta no está en su lengua materna, llame a UnitedHealthcare Community Plan al 1-877-542-8997 (TTY: 711).

Lao:

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມານີ້ ບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ເບີ 1-877-542-8997 (TTY: 711).

Vietnamese:

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chính của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-877-542-8997 (TTY: 711).

Traditional Chinese:

若隨附資訊的語言不屬於您主要使用語言，請致電 UnitedHealthcare Community Plan，電話號碼為 1-877-542-8997（聽障專線 (TTY)：711）。

Khmer:

ប្រសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសាដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-877-542-8997 (ស្រមោមអ្នកឆ្ងង់ [TTY]: 711) ។

Tagalog:

Kung ang nakalakip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-877-542-8997 (TTY: 711).

Farsi:

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد، لطفاً با United Healthcare Community Plan با شماره 1-877-542-8997 تماس حاصل نمایید (وسیله ارتباطی برای ناشنویان - TTY: 711) .



UnitedHealthcare Community Plan cumple con todos los requisitos de las leyes Federales de los derechos civiles relativas a los servicios de los cuidados para la salud. UnitedHealthcare Community Plan ofrece servicios para los cuidados de salud a todos los miembros sin distinción de su raza, color, origen nacional, edad, discapacidad o sexo. UnitedHealthcare Community Plan no excluye a personas ni les da un tratamiento diferente basado en su raza, color, origen nacional, edad, discapacidad o sexo. Esto incluye su identificación de sexo, su estado de embarazo o el estereotipo sexual que tengan.

UnitedHealthcare Community Plan también cumple con los requisitos de las leyes estatales pertinentes y no discrimina en base a sus creencias, sexo, expresión de sexo o identidad, orientación sexual, estado civil, religión, veterano dado de alta honorablemente o por su actual condición militar o por el empleo de perros o animales entrenados como guías o para servicios necesarios para una persona con una discapacidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

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

Usted puede llamarnos o escribirnos sobre una queja en cualquier momento. Le informaremos que recibimos su queja dentro de dos días hábiles. Trataremos de atender su queja de inmediato. Resolveremos su queja dentro de 45 días calendario y le informaremos cómo se resolvió.

Si usted necesita ayuda con su queja, por favor llame al **1-877-542-8997, TTY 711**, de lunes a viernes de 8:00 a.m. a 5:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

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

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

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

Si necesita ayuda para presentar su queja, por favor llame al **1-877-542-8997, TTY 711**.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al **1-877-542-8997, TTY 711**, de lunes a viernes, 8:00 a.m. – 5:00 p.m.