



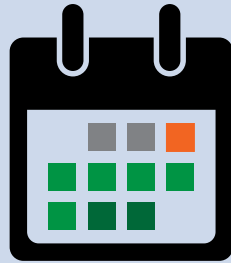
THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



DID YOU KNOW?

People with the flu are contagious one day before symptoms begin. They keep spreading the flu for five to seven days after they get sick.



Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

UnitedHealthcare Community Plan
475 Kilver Street
Warwick, RI 02886

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United Health Group

Quality matters

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. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.
- pap smears.
- breast cancer screenings.
- cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-800-587-5187 (TTY 711)**.

You have the power

6 ways to prevent heart disease

Heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. EAT RIGHT:** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. BE ACTIVE:** Aim for at least 30 minutes of moderate activity most days.
- 3. DON'T SMOKE:** Also avoid other forms of tobacco and secondhand smoke.
- 4. KNOW YOUR NUMBERS:** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. WATCH YOUR WEIGHT:** Maintain the right weight for your height.
- 6. LIMIT STRESS:** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.





Beat the bullies

5 tips for talking about bullying

Bullying takes many forms. It can be physical, like hitting. It can be verbal, like teasing. It can be emotional, like making another kid feel left out. It can be electronic, like posting mean messages on social media.

Kids who are bullied often don't tell anyone. They might be embarrassed. They might be afraid the bullying will get worse if they tell. What can you do if your child is being bullied? The first step is to talk about it. Here are some tips for talking about bullying:

- 1. DON'T TELL YOUR CHILD TO IGNORE IT.** That might make him or her think you are going to ignore it.
- 2. DON'T BLAME YOUR CHILD.** Don't ask what your child did to deserve it.
- 3. LISTEN TO YOUR CHILD.** Ask questions. Thank him or her for telling you.
- 4. SUPPORT YOUR CHILD.** Explain that it's not his or her fault. Ask what you can do to help.
- 5. DON'T TELL YOUR CHILD TO FIGHT BACK.** That often makes things worse.

Once you understand the problem, talk to your child's teacher or principal. Stay calm. Ask how you can help. If nothing changes, talk to the school again.



Stop it. Learn how you can stop bullying at StopBullying.gov. This website has videos and information for kids, parents and teachers.

Ask Dr. Health E. Hound

Q: When should I start reading to my baby?

A: The American Academy of Pediatrics says parents should start reading to their babies at birth. Early reading helps babies' brains develop. It teaches babies about language, even before they can speak. It helps babies bond with their parents. It also prepares them to do well in school.

In fact, at your next well-child visit, your child's provider may talk to you about reading. He or she may even give you a book that's right for your child's age. Fill your home with books. Read to your child every day.



Preteen vaccines

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.



It's your best shot.

Learn more about vaccines for every member of your family at CDC.gov/vaccines.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-587-5187 (TTY 711)

Optum Behavioral Health Learn about and access your behavioral health benefits. Your call is always confidential (toll-free).

1-800-435-7486 (TTY 711)

LiveandWorkWell.com

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

Our website Use our provider directory or read your Member Handbook.

UHCCommunityPlan.com

National Domestic Violence

Hotline Get free, confidential help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).

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

Know the signs

Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy



Get checked. Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit **UHCCommunityPlan.com**.



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 an 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 48 hours
- Follow-up care: within 10 days
- Well-care visit: within 6 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 **1-800-587-5187 (TTY 711)**.