



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get a flu vaccine each fall. It's available now.



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; and
- 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.

To prevent the flu, get a flu shot each year. Wash your hands frequently. Get enough rest. Try not to touch your nose or mouth. If you get sick, stay home and away from family members until you are better.





Stay healthy

Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider or get prior authorization from an out-of-network provider. There is no cost to you. Covered services include:

- **CHECK-UPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For older adults, this may include colorectal cancer and diabetes screening. Men may get prostate cancer screening. Women may get mammograms. Cholesterol and blood pressure screenings are also covered.

COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Get a baseline (first) mammogram between ages 35–40. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



What do you need? Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.

Get results

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.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental check-ups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



Get it all. Want to know more about our Quality Improvement Program? Call toll-free **1-800-941-4647 (TTY 711).**



The right dose

4 tips for people who use antidepressants

Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



i Follow up. If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.



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.



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 a doctor's 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 24 hours
- Routine PCP visit: within 28 days
- Specialist visit (non-emergency): within 4 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 **1-800-941-4647 (TTY 711)**.

In control of epilepsy

Epilepsy medication works best when you take it on time. When you forget a pill or a dose, a seizure is more likely to occur. But it can be hard to keep track. Some epilepsy medications must be taken many times each day. You may have other medications that you're taking as well.

If you are having a hard time keeping track, you can get help from your doctor or pharmacist. They may recommend a special pillbox that divides the pills by the times of day. They can explain how to use a daily chart to show which medications you've taken that day, and when. A wristwatch or mobile phone can be set for the hours when you must take your pills.

Most importantly, keep in close contact with your doctor. Tell him or her you need help remembering. Together, you can find the best methods to keep you on top of your medication and seizure-free.



DO YOU SMOKE?

The American Cancer Society says smoking is the largest preventable cause of premature death. The Great American Smokeout is a great time to quit. This year, it takes place on November 19. Visit cancer.org to find out more about this annual event.

Is it Alzheimer's?

Know the warning signs.

Minor memory problems can be a normal part of aging. However, Alzheimer's disease and other forms of dementia are not. Alzheimer's is a brain disease that gets worse with time. It is the sixth-leading cause of death in the United States. Early detection and treatment can help with symptoms. It can also help families learn how to cope with the disease. The Alzheimer's Association lists some warning signs you should know:

- 1. MEMORY LOSS.** Forgetting new information or important dates and events. Asking the same questions over and over.
- 2. TROUBLE WITH PLANNING OR FAMILIAR TASKS.** Tasks such as following a recipe or driving to a familiar location may be harder. They may take much longer than they used to.
- 3. NOT KNOWING TIME OR PLACE.** Losing track of the seasons, dates or what time of day it is.
- 4. PROBLEMS SPEAKING OR WRITING.** Trouble following a conversation. Not remembering words or using words incorrectly.
- 5. LOSING THINGS.** Putting things in unusual places. Not being able to retrace where an item may have been left.
- 6. MOOD AND PERSONALITY CHANGES.** Becoming confused, depressed, fearful or anxious. Being easily upset when out of his or her comfort zone.



Seeing warning signs? Talk to your primary care provider (PCP) right away. Visit the Alzheimer's Association at alz.org or call their 24/7 helpline at **1-800-272-3900** to learn more.

It's your choice

Giving consent to treatment

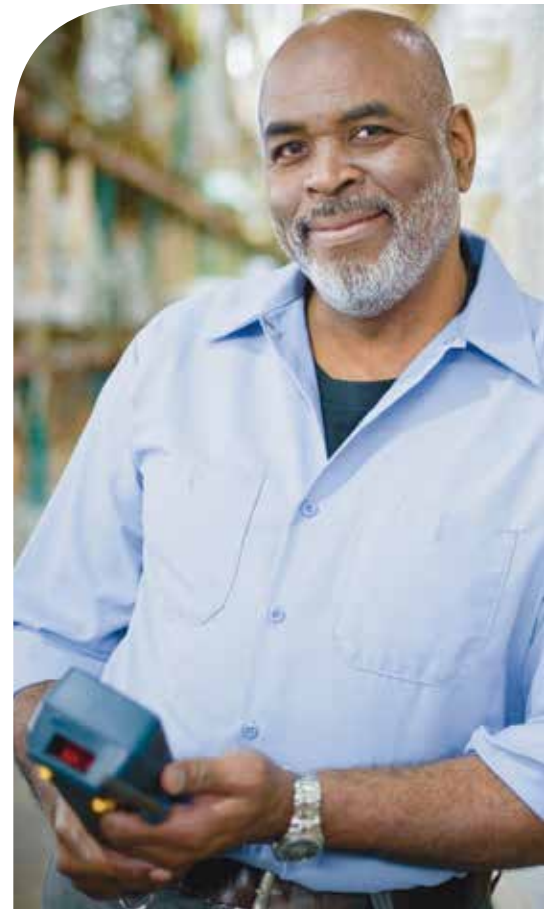
You have the right to make your own medical decisions. Your provider will explain your treatment choices to you in a way that you can understand. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

What if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives include:

- **A LIVING WILL** explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot tell people your own decisions about life support.
- **A DURABLE POWER OF ATTORNEY** lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you if you become unable to make medical decisions. You can also have a durable power of attorney for mental health care.
- **A DECLARATION FOR MENTAL HEALTH TREATMENT** is an important option for people with mental illness. It lets you choose who will make mental health treatment decisions for you if you are too sick to make good choices. It also lets you state your wishes about what kinds of mental health treatment you want or don't want.



Write it down. Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available from Member Services at **1-800-941-4647 (TTY 711)**. Give copies of the form to your providers and someone you trust and keep one for yourself.



Avoid bedsores

Are you in bed or a chair most of the day? If so, you are at high risk for bedsores. A bedsore, or pressure ulcer, is damaged skin that's caused by staying in one position for too long.

Signs of bedsores include skin redness, warm areas, or spongy or hard skin. They can be painful and lead to serious infection. If you see or feel a bedsore, contact your doctor right away.

If you are at high risk for bedsores, your body should be checked every day. You (or your caregiver) should reposition yourself every 15 minutes. Here are more ways to prevent bedsores:

- Make sure that there is nothing pressing on your skin, such as zippers or bunched-up clothing and blankets.
- Keep skin clean and dry.
- Drink plenty of water.
- Wash with a gentle cleanser and moisturize your skin.
- If you are in a wheelchair, be sure that it fits properly.



Brush up

Tips for a healthy mouth

Healthy teeth and gums allow you to eat well, enjoy your food and feel more confident. Without proper care, teeth can decay and gums can get infected. Over time, these problems can lead to tooth loss.

Dentists are tooth and gum experts. They can help you prevent tooth and gum disease and fix problems you may already have.

Be sure to visit your dentist every six months for a check-up and cleaning.

And take these steps toward good dental health:

- **BRUSH YOUR TEETH TWICE DAILY** with fluoride toothpaste.
- **FLOSS EVERY DAY.**
- **EAT A VARIETY OF HEALTHY FOODS.**
- **TELL YOUR DENTIST ABOUT YOUR MEDICATIONS.** Many drugs cause dry mouth and cause dental problems.
- **QUIT SMOKING.** Smoking increases your risk of gum disease.



Smile brightly. For more information about your dental benefits,

please call **1-800-941-4647 (TTY 711)**.

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 Use our provider directory or read your Member Handbook.

myuhc.com/CommunityPlan

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)

(TTY 711)

HEALTH4ME

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider
- call Nurseline
- view your ID card
- contact Member Services



Connect. Download the free Health4Me app today.

Use it to connect with your health plan wherever you are, whenever you want.

