



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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Heart smart

Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind. High cholesterol raises your risk for heart disease.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.



Get tested. Healthy adults over age 20 should get tested once every five years. People with diabetes or other risk factors should get tested each year.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may call Member Services toll-free at **1-888-887-9003 (TTY 711)** to ask us to mail you a copy of our privacy policy. If we make changes to the policy, we will mail you a notice.

Take charge

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor knows about all the care you have. 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 three things that you need help with.
- 2. TELL YOUR DOCTOR 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 DOCTOR ABOUT OTHER DOCTORS** you may be seeing. Mention any medications or treatments they have prescribed for you. Ask other doctors you see for reports of their findings. Get copies of any test results. Bring them to your regular doctor the next time you go.
- 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.



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



Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. Your doctor can take care of conditions such as asthma and ear, urinary tract and upper respiratory infections. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there 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 problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems.

The nurse can help you decide the best place to get care for your illness or injury. Call NurseLine toll-free at **1-877-839-5407 (TTY 711)**. You can also call NowClinic toll-free to talk to a doctor 24/7 at **1-855-634-3571 (TTY 711)**. Doctors may diagnose your condition by phone and prescribe medications if needed.

One in five adults has visited a hospital emergency room in the past 12 months.



WHAT DO YOU THINK?

You may get a survey from us 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. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.



Breathe deeply

Understanding your asthma medication

There are many different medications for asthma. Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written asthma action plan to help you know what to take and when.

LONG-TERM MEDICATIONS

Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

RESCUE MEDICATIONS

Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



Join us. UnitedHealthcare has disease management programs.

These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call toll-free **1-888-887-9003 (TTY 711)**.



Resource corner

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

1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-839-5407 (TTY 711)

NowClinic Doctors may diagnose conditions and prescribe medication (if appropriate) day or night, by phone (toll-free).

1-855-634-3571 (TTY 711)

United Behavioral Health Get help for mental health or substance abuse problems (toll-free).

1-866-302-3996 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free).

1-800-599-5985 (TTY 711)

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

National Domestic Violence Hotline Get help for domestic abuse (toll-free). **1-800-799-7233 (TTY 1-800-787-3224)**