



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.



Right on time.

Time frames for doctor visits.

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 doctor’s 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)**.

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

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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.

You should have a Pap screening beginning at age 20. You should have Pap and HPV tests every 5 years. 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 **1-800-941-4647, 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 and 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 can write down information for you.



Need a doctor? We can help. Call Member Services toll-free at **1-800-941-4647, TTY 711**, 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 120/80. 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 **1-800-941-4647**, **TTY 711**, or use the **Health4Me®** app.

Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. The next time you take your middle-schooler to your health care provider, 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**.



Colon check.

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 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 diagnosed early.



Get screened. 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.

Brain power.

Understanding mild cognitive impairment.

Mild cognitive impairment is the medical term for a type of memory loss. It is not as bad as dementia. It is worse than normal age-related memory loss.

People with mild cognitive impairment can have conversations and solve problems, but they are often forgetful. They can become confused when taking on complex tasks. They may have trouble paying bills or following multi-step directions or recipes.

Sometimes mild cognitive impairment leads to Alzheimer's disease or other types of dementia. Sometimes, it's caused by health problems and gets better once those problems are addressed. Other times, it stays the same or changes slowly over time.

Do you think that you or someone close to you may have symptoms of cognitive impairment? Ask your provider for an evaluation.

Toothache?



A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.

That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and X-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems. Get a dental exam and cleaning twice a year.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-800-941-4647**, TTY 711, or visit our website at **myuhc.com/CommunityPlan**, or use the **Health4Me®** app.

Just for men.

Prostate cancer is the second leading cause of cancer death in men in the United States. If diagnosed early, the survival rate is very good. If prostate cancer isn't diagnosed early, survival rates fall significantly.

The earliest symptoms of prostate cancer are urinary problems, but sometimes they don't appear until later stages; so it is important to follow screening guidelines. Men should be screened for prostate cancer every year after turning 50. African-Americans and men with a family history of prostate cancer have a higher risk. They should begin screening at age 40.



Get tested. Talk to your doctor about a personalized screening schedule for prostate cancer.



Know your numbers.

Ways to keep your blood pressure down.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 120/80 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.
- Limit salt to less than 1,500 mg per day.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.



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.



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), TTY 711.**
- 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.** Marijuana and many other recreational or street drugs are also depressants. Using these substances could make you feel worse in the long run.
- 7. People don't choose to be depressed.** People 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.**
- Click on "Enter."
- If you do not know your access code, click on "I don't know my access code."
- Go to the "Mind and Body" drop down.
- Select "Mental Health."
- Select your health plan in the list of UnitedHealthcare Community Plan options.
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.

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

MyHealthLine™: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-800-941-4647, TTY 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by texting the word **BABY or BEBE to 511411.** Then enter the participant code HFS.

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

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



Get help. To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-941-4647, TTY 711.**



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o 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 tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, 24 horas al día, 7 días a la semana.

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 número gratuito para miembros anotado en su tarjeta de identificación como miembro.

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 número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, 24 horas al día, 7 días a la semana.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

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 must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

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 the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us, such as letters in other languages or large print. You can also ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, 24 hours a day, 7 days a week.

If the enclosed information is not in your primary language, please call UnitedHealthcare Community Plan at 1-800-941-4647, TTY 711

Yog cov ntaub ntawv muab tuaj hauv no tsis yog sau ua koj hom lus, thov hu rau UnitedHealthcare Community Plan ntawm 1-800-941-4647, TTY 711.

Afai o fa'amatalaga ua tuuina atu e le'o tusia i lau gagana masani, faamolemole fa'afesoota'i mai le vaega a le UnitedHealthcare Community Plan ile telefoni 1-800-941-4647, TTY 711.

Если прилагаемая информация представлена не на Вашем родном языке, позвоните представителю UnitedHealthcare Community Plan по тел. 1-800-941-4647, телетайп 711.

Якщо інформація, що додається, подана не на Вашій рідній мові, зателефонуйте до UnitedHealthcare Community Plan 1-800-941-4647 для осіб з порушеннями слуху 711.

동봉한 안내 자료가 귀하의 모국어로 준비되어 있지 않으면 1-800-941-4647, TTY 711로 UnitedHealthcare Community Plan에 전화하십시오.

Dacă informațiile alăturate nu sunt în limba dumneavoastră principală, vă rugăm să sunați la UnitedHealthcare Community Plan, la numărul 1-800-941-4647 TTY 711.

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Si la información adjunta no está en su lengua materna, llame a Unitedhealthcare Community Plan al 1-800-941-4647, TTY 711.

ຖ້າຂໍ້ມູນທີ່ຕິດຄັດມາມີບໍ່ແມ່ນພາສາຕົ້ນຕໍຂອງທ່ານ, ກະລຸນາໂທຫາ UnitedHealthcare Community Plan ທີ່ ເບີ 1-800-941-4647 TTY 711.

Nếu ngôn ngữ trong thông tin đính kèm này không phải là ngôn ngữ chánh của quý vị, xin gọi cho UnitedHealthcare Community Plan theo số 1-800-941-4647, TTY 711.

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 1-800-941-4647 聽障專線 TTY 711。

ប្រើសិនបើព័ត៌មានដែលភ្ជាប់មកនេះមិនមែនជាភាសារដើមរបស់អ្នកទេ សូមទូរស័ព្ទមកកាន់ UnitedHealthcare Community Plan លេខ 1-800-941-4647, សម្រាប់អ្នកផ្ទះ TTY 711 ។

Kung ang nakalakilip na impormasyon ay wala sa iyong pangunahing wika, mangyaring tumawag sa UnitedHealthcare Community Plan sa 1-800-941-4647 (TTY: 711).

در صورت اینکه اطلاعات پیوست به زبان اولیه شما نمیباشد . لطفا با United Healthcare Community Plan با شماره 1-800-941-4647 تماس حاصل نمایید . وسیله ارطبا تی برای نا شنوایان- TTY 711.