



HealthTALK

SUMMER 2019 | ¡VOLTEE PARA ESPAÑOL!



Health4Me®.

Do you have the UnitedHealthcare **Health4Me®** mobile app? Health4Me has many of the same features as your secure member website, myuhc.com/CommunityPlan. You can view your digital member ID card, search for network doctors and urgent care centers, see your benefits and more. Download Health4Me from the App Store or Google Play™ today.

90-day supply benefit.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We've got you covered. To find out what medications are included, call Member Services toll-free at **1-800-641-1902, TYY 711.**

United Health Group
PAID
FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan
2777 North 118th Street, Ste. 300
Omaha, NE 68164

Your best shot.

Immunizations keep kids healthy.

Years ago, many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It's important for all children, from babies through teens, to get the right shots at the right time.

Shots for babies (birth–15 months)

- HepB: Hepatitis B (3 doses)
- HepA: Hepatitis A (2 doses)
- DTaP: Diphtheria, tetanus, pertussis (4 doses)
- Hib: Haemophilus influenzae type b (3–4 doses)
- IPV: Polio (3 doses)
- PCV: Pneumococcal (4 doses)
- RV: Rotavirus (2–3 doses)
- MMR: Measles, mumps, rubella (1 dose)
- Varicella: Chickenpox (1 dose)
- Influenza (yearly)

Booster shots for young children (4–6 years)

- DTaP: Diphtheria, tetanus, pertussis
- IPV: Polio
- MMR: Measles, mumps, rubella
- Varicella: Chickenpox
- Influenza (yearly)

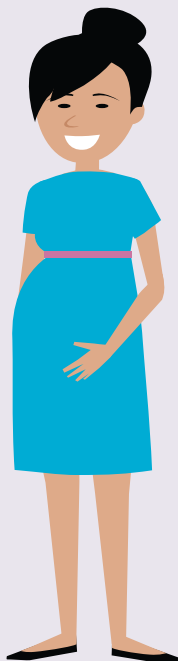


Shots for pre-teens (11–12 years)

- Tdap: Tetanus, diphtheria, pertussis
- HPV: Human papillomavirus (3 doses)
- MCV: Meningococcal
- Influenza (yearly)
- HepA: Hepatitis A (only if at high risk)



Keep track. Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.



Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small? They are also 5 times more likely to die than babies whose mothers get regular prenatal care.

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.

Start seeing your provider as soon as you are pregnant. Have your first visit before your 12th week. Then, go monthly for the first 6 months. Go every 2 weeks for months 7 and 8. For the last month, see your provider every week.



Take the first step. UnitedHealthcare Community Plan has a program for pregnant women. It's called Healthy First Steps®. It provides information and support. All pregnant women can join. For more information, call **1-800-599-5985, TTY 711**.

Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it. Hypertension is 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.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough to keep your blood pressure down, 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.



Charting health.

Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.



Time for a checkup? We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-800-641-1902, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-641-1902, 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).
1-877-543-4293, 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 (toll-free).
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

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-800-641-1902, TTY 711



Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

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.

For general health questions, call our toll-free NurseLineSM at **1-877-543-4293, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-800-641-1902, TTY 711**.



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

If you think you were treated unfairly because of your sex, age, race, color, disability, religion 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 send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

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 Member Services at **1-800-641-1902, TTY 711**, Monday – Friday, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).

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 Member Services at **1-800-641-1902, TTY 711**, Monday – Friday, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).



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

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad, religión 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

Puede enviar una queja en cualquier momento. Reconoceremos su queja por escrito dentro de los diez (10) días calendario después de recibirla. Se le enviará a usted una decisión a más tardar 90 días calendario a partir de la recepción de su queja.

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 a Servicios para Miembros al **1-800-641-1902, TTY 711**, de lunes a viernes, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).

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 a Servicios para Miembros al **1-800-641-1902, TTY 711**, de lunes a viernes, 7:00 a.m. – 7:00 p.m. CT (6:00 a.m. – 6:00 p.m. MT).