



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

Have a checkup.
 Get a \$20 H-E-B gift card.
 See inside to learn more.



DID YOU KNOW?

Only three out of five adults have seen a dentist in the past year. Adults should have two visits per year.



Side effects

Is your medication causing cavities?

A dry mouth is a side effect of more than 500 common medications. Having a dry mouth can cause cavities. Tell your dentist about the medications you are taking. He or she can help you treat a dry mouth and prevent cavities. You'll also feel more comfortable. Tips for treating a dry mouth include:

- Use a spray or mouthwash made for people with a dry mouth.
- Drink plenty of water.
- Ask your doctor if you should change medicines.
- Chew sugar-free gum or suck sugar-free lozenges.
- Avoid alcohol, coffee, soda and fruit juices, which can irritate your mouth.



Learn more. Get more tips from the American Dental Association at **MouthHealthy.org**. They have information for people of every age.

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Crush cancer

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography

WHY: To catch breast cancer early

WHEN: Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

WHAT: Colonoscopy

WHY: To catch or prevent colorectal cancer

WHEN: Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening

WHY: To catch or prevent cervical cancer

WHEN: Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



Are you at risk? Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.

Surviving heartbreak

Congestive heart failure (CHF) means the heart can't pump enough blood to meet the body's needs. It's often caused by other conditions, such as high blood pressure. CHF weakens the heart muscle over time. Symptoms vary, but typically include shortness of breath, fatigue, swelling and irregular heartbeat.

There is no cure for CHF. It gets worse over time. But it can be managed. Lifestyle changes that can help reduce symptoms include:

- exercise to strengthen the heart muscle.
- reduced salt intake to reduce water retention.
- quitting smoking to improve breathing.

Medication also helps. People with CHF might take:

- diuretics to help control swelling and high blood pressure.
- digitalis to improve the heart's ability to contract.
- ACE inhibitors to decrease stress on the heart muscle.



Let us help. UnitedHealthcare Community Plan has disease management programs to help members manage serious illness, such as CHF. If you have CHF, call Member Services at **1-888-887-9003 (TTY 711)** toll-free to find out how we can help.





Finding doctor right

Make your PCP your partner in health

When you joined your health plan, you chose a primary care provider (PCP). Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, choose a new one. Think about what you want in a PCP. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours. Or need one located near public transportation.

There are different types of doctors who are PCPs:

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's health care.
- **INTERNISTS** treat adults only.
- **OB/GYNs** provide women's health care. Women can choose one in addition to their PCP. They provide birth control and STD testing. They also provide prenatal care and deliver babies.



What's your type? To see a list of participating providers, see MyUHC.com/CommunityPlan.

We care for you

UnitedHealthcare Community Plan provides care management to members with special needs. Care managers work with the health plan, members' physicians and outside agencies. They help members get the special services and care they need. Care management helps people who have:

- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse.

They help members with chronic illnesses such as:

- diabetes
- COPD
- obesity
- substance abuse
- CHF
- coronary artery disease
- depression
- asthma



Help is here. Do you have special needs or need help managing a chronic illness? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**. Ask about programs that can help you.



THE RIGHT DOSE

Depression is a serious, but treatable, condition. It is very common. 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.



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

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-887-9003 (TTY 711)

Service Coordinator Talk to your service coordinator (toll-free).
1-800-349-0550 (TTY 711)

LogistiCare Get a ride to the doctor (toll-free).
1-866-528-0441 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-839-5407 (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)



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.

But 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** is a paper that 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** is a paper that 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 toll-free at **1-888-887-9003 (TTY 711)**. Give copies of the form to your providers and someone you trust and keep one for yourself.

TALK TIME

Your privacy is very important to us. We cannot talk to anyone about your health unless you give us written permission. Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just call Member Services to ask for an Authorization to Release Information form. This form gives the person you choose permission to talk to UnitedHealthcare Community Plan about your care.