



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Generics save money



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-866-675-1607**, **TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

Fight the flu

Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. The flu can affect people differently. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.



Your best shot. There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me™** app to find a location near you.



United Health Group
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UnitedHealthcare Community Plan of Louisiana
P.O. Box 31341
Salt Lake City, UT 84131-0341

Top quality

Our quality improvement results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year, one of our goals was to increase the number of members who had dental checkups. We sent members information about how important it is to have regular dental checkups. We found that in many areas, more of our members did go for dental checkups.

Another goal we had was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. This year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.



Get it all. Want more information on our Quality Improvement program? Call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.



Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

Your PCP's name is on your member ID card. If the name on the card is not the provider you go to for care, call us. Ask us to change the PCP on your card to the one you use.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call us toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

Schedule your screening

Do you need a mammogram?

Breast cancer is one of the most common cancers in women. More than 250,000 women will be diagnosed with it this year. It is the second leading cause of cancer death in women. However, thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.



Quitting time

Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? That is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



You can do it. The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit QuitNow.net or call **1-800-227-2345**, **TTY 711**.



Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.



Resource corner

Member Services Find a doctor or behavioral health provider, ask benefit questions, or voice a complaint, in any language (toll-free), Monday–Friday, 7 a.m.–7 p.m.
1-866-675-1607, 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 24/7 health advice from a nurse (toll-free).
1-877-440-9409, TTY 711

MyHealthLine™ If you qualify, you can get a smartphone and a monthly service plan at no cost.
UHCmyHealthLine.com

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, Monday–Friday, 7 a.m.–7 p.m.
1-800-599-5985, TTY 711

Baby Blocks™ Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth® Get reliable information on health topics from asthma to ADHD, written for parents, teens, and kids.
UHC.com/LAkids

Healthy First Steps

Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy



Join now! We'll send a welcome packet with a special gift. Just call **1-800-599-5985, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at **UHCBabyBlocks.com** and get a \$20 gift card.