



# HealthTALK

FALL 2018

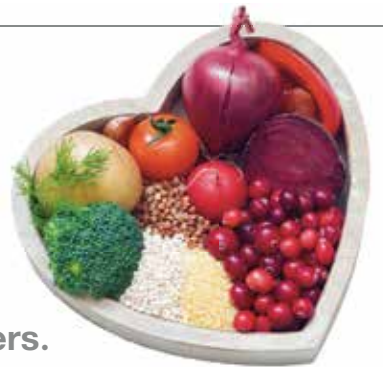


## Plan to quit.

Every November, the Great American Smokeout asks everyone to quit smoking. You can quit for just that one day. Or it could be the first day of a permanent, healthy change.

There is no way to safely use tobacco. Make a plan to quit on November 15. Ask your provider for help quitting. Or call the Hawai'i Tobacco Quitline at **1-800-QUIT-NOW (1-800-784-8669)** or visit [hawaiiquitline.org](http://hawaiiquitline.org) to learn more.

## Heart smart.



### Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called “good” cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

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.** The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years. People with diabetes or other risk factors should get tested each year.

UnitedHealthcare Community Plan  
P.O. Box 2960  
Honolulu, HI 96802




## Behavioral health.

Your mental health is important. Early warning signs that you or someone you know may benefit from mental health treatment may include:

- Feeling helpless or hopeless.
- Yelling at or fighting with family and friends.
- Eating or sleeping too much or too little.
- Having unexplained aches and pains.
- Thinking of harming yourself or others.
- Inability to perform daily tasks like taking care of your children or getting to work or school.

Mental health problems are common. Help is available. People with mental health problems can get better. If you or your children are having any of these problems, call your doctor. He or she may refer you to a mental health professional.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger or go to the closest emergency room.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-888-980-8728, TTY 711.**

# Respecting elders.

## Know the warning signs of elder abuse.

An estimated 5 million seniors are abused or neglected each year. Risk of death for elders who have been abused is 3 times as high when compared with elders who have not been mistreated. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be verbal, physical, emotional, financial or sexual. It can involve exploitation, neglect, abandonment, or deprivation of food, medication or other needs. It can happen at home or in hospitals or long-term care facilities. Abusers can be anyone.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- Bruises, sores or other injuries.
- Withdrawal or depression.
- Sudden change in financial situation.
- Bedsores, poor hygiene or unexplained weight loss.
- Frequent arguments with caregivers or loved ones.



# Ask Dr. Health E. Hound.®

## Q: How much physical activity do children need?

**A:** Children should get 60 minutes of active play every day according to the Centers for Disease Control and Prevention. It doesn't all need to happen at one time.

No matter what the weather is like or how many friends are around, there are many ways to stay active and have fun.

When it is nice weather outside, kids can:

- Practice hopscotch.
- Ride a bike (while wearing a helmet).
- Jump rope.
- Play sports.

Active indoor play ideas include:

- Listen to music and dance.
- Do jumping jacks.
- Play musical chairs.
- Play hide and seek.

Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.



## Members only.

You can get important information about your health plan anytime at **myuhc.com/CommunityPlan**. At this secure site, you can view your ID card, find a provider, learn about your benefits and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to **myuhc.com/CommunityPlan**.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.



## Fraud, waste and abuse.

Most Medicaid members and providers are honest. However, even a few dishonest people can cause big problems. If you know fraud, waste or abuse is taking place, you must tell someone. You don't have to give your name.

Fraud, waste and abuse by members includes:

- Letting someone else use your plan or state Medicaid card or number.
- Selling or giving your prescription medicine to anyone else.

Fraud, waste and abuse by providers includes:

- Billing for services that were never given or billing twice for the same service.
- Ordering tests or services you don't need.



You can report fraud, waste and abuse in one of the following ways:

- Call the UnitedHealth Group Compliance Helpline at **1-800-455-4521**. You can call 24/7.
- Contact Member Services toll-free at **1-888-980-8728, TTY 711**.





# Be flu free.

## Get a flu shot this season.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. You need a flu shot each year because there are different kinds of flu every year. It takes about two weeks after a flu shot to be protected from the flu. Be sure to note when you got your flu shot on your calendar as a reminder.

If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu.

Follow these tips to help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.
- Try to avoid close contact with people who are sick.
- Cover your nose and mouth when you cough or sneeze.

**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. Call Member Services toll-free at **1-888-980-8728, TTY 711**, for more information. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the UnitedHealthcare **Health4Me**® app to find a location near you.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-888-980-8728, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)  
**Health4Me**®

**NurseLine**™: Get 24/7 health advice from a nurse (toll-free).  
**1-888-980-8728, 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.

**Hawai'i Tobacco Quitline:** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW (1-800-784-8669)**  
[hawaiiquitline.org](http://hawaiiquitline.org)

**National Domestic Violence Hotline:** Get 24/7 support, resources and advice (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
[thehotline.org](http://thehotline.org)

UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare  
Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**1-800-368-1019, 800-537-7697 (TDD)**

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

(English) Do you need help in another language? We will get you a free interpreter. Call <b>1-888-980-8728</b> to tell us which language you speak. (TTY: <b>711</b> ).
(Cantonese) 您需要其它語言嗎? 如有需要, 請致電 <b>1-888-980-8728</b> , 我們會提供免費翻譯服務 (TTY: <b>711</b> ).
(Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori <b>1-888-980-8728</b> omw kopwe ureni kich meni kapas ka ani. (TTY: <b>711</b> ).
(French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le <b>1-888-980-8728</b> pour nous indiquer quelle langue vous parlez. (TTY: <b>711</b> ).
(German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter <b>1-888-980-8728</b> und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: <b>711</b> ).
(Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona <b>1-888-980-8728</b> `oe ia la kaula a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: <b>711</b> ).
(Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti <b>1-888-980-8728</b> tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: <b>711</b> ).
(Japanese) 貴方は、他の言語に、助けを必要としていますか？私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 <b>1-888-980-8728</b> に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: <b>711</b> ).
(Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. <b>1-888-980-8728</b> 로 전화해서 사용하는 언어를 알려주십시오 (TTY: <b>711</b> ).
(Mandarin) 您需要其它语言吗? 如有需要, 请致电 <b>1-888-980-8728</b> , 我们会提供免费翻译服务 (TTY: <b>711</b> ).
(Marshallese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok <b>1-888-980-8728</b> im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: <b>711</b> ).
(Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea <b>1-888-980-8728</b> pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: <b>711</b> ).
(Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al <b>1-888-980-8728</b> y díganos que idioma habla. (TTY: <b>711</b> ).
(Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa <b>1-888-980-8728</b> para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: <b>711</b> ).
(Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he <b>1-888-980-8728</b> 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: <b>711</b> ).
(Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi <b>1-888-980-8728</b> nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: <b>711</b> ).
(Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa <b>1-888-980-8728</b> aron magpahibalo kung unsa ang imong sinulti-han. (TTY: <b>711</b> ).