



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## 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.



## Avoid the ER.

### Know where to go and when.

For most illnesses and injuries, your primary care provider's (PCP's) office should be the first place you call when you need care. You can even call at night or on weekends.

If you cannot get in to see your PCP, you could go to an urgent care center. Urgent care centers see walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms (ERs) are for major medical emergencies only. Go to the ER only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor illness or injury, you may need to wait a long time.



### Hello, nurse!

UnitedHealthcare has a 24/7 NurseLine<sup>SM</sup>. A nurse can help you decide the best place to get care. Call NurseLine at **1-888-980-8728, TTY 711** (toll-free).



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

## How can we help?

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. A health assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a health assessment within 60 days of joining the plan. If you have been a member for longer, it's not too late.



**It's easy.** It only takes a few minutes to complete a health assessment. Just visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or call **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., toll-free, to complete it over the phone.

# Make a connection.

## Support is vital for mental health.

If you have mental health issues, support can help. Sometimes it is scary to ask for help. But support can strengthen your recovery and healing. Find someone you trust to talk to. Ask a friend, family member or someone you look up to. Spending time with the people who love you can improve your mood and your overall well-being.

Support can come in many forms. Someone can help you with a specific task. They can just be there to listen when you are having a hard time. They can give you advice on an issue. Just hearing that you are on the right track can help you feel less alone. Joining a local group that shares your interests or issues can also help. For example, maybe a biking club, parenting support group or faith-based group is right for you.

It may also be helpful to reach out and connect with others who have had similar struggles. Peers can sometimes have a deeper understanding of what you are going through. You can connect with peers through group therapy with your provider. There are also 12-step and peer support resources in your community.



# Pregnant?

## Get pregnancy and postpartum care.

If you are pregnant, be sure to start pregnancy care as soon as possible. The earlier the better. Go to all of your doctor visits. Unless there is a medical reason, your pregnancy should continue for at least 39 weeks. Babies born early are at risk for health problems. These include breathing, temperature, feeding or other problems.

After you give birth, be sure to go to your postpartum visit within 21–56 days after giving birth. It is just as important as your pregnancy visits. Your doctor will want to see you to check for healing, depression, family planning and breast-feeding. If you had a C-section, also see your doctor two weeks after delivery.



**Pregnant?** UnitedHealthcare Community Plan has a program that can help you. It's called Hāpai Mālama. Call **1-888-980-8728, TTY 711**, toll-free, to see how you can join.

# See here.

## Diabetic eye exams are needed each year.

Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes also are at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent vision loss.



**We can help.** If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., toll-free.



## Rest easy.

Flu season is in full swing. The flu virus spreads easily during the cooler months.

The flu often comes on suddenly. You will likely have a fever and feel achy and tired. The flu often causes a cough, a sore throat and a stuffy nose. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Take a fever reducer/pain reliever. Get plenty of rest. Drink lots of water. Stay home to keep from giving the flu to others.

The best way to prevent the flu is with an annual flu shot. It's not too late to get this season's vaccine. It's recommended for everyone ages 6 months and older. Ask your PCP about the flu shot.



**Know your provider.** See your primary care provider for a checkup before you get sick. Need to find a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call **1-888-980-8728, TTY 711**, Monday–Friday, 7:45 a.m.–4:30 p.m., toll-free.





## 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**  
**Monday–Friday, 7:45 a.m.–4:30 p.m.**

**Our website:** Find a provider, read your Member Handbook or see your ID card.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**QuitLine:** Get free help quitting smoking (toll-free).  
**[QuitNow.net](http://QuitNow.net)**  
**1-800-227-2345, TTY 711**

**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)**

**Hāpai Mālama Program:** Get help with scheduling appointments, arrange rides to doctor's visits, connect with community resources and more (toll-free).  
**1-888-980-8728, TTY 711**



## Partners in care.

### You and your PCP.

As a QUEST Integration member, you have a primary care provider (PCP). Most PCPs for adults are internal medicine or family practice doctors. If you have complex health care needs, a specialist can be your PCP. Some PCPs are part of large group practices or Federally Qualified Health Centers (FQHC). Others may be in smaller, independent practices. Some PCP offices have nurse practitioners, nurse midwives and physician assistants. They provide care with the help of your PCP.

Within 10 days of receiving your member welcome kit, you must choose a PCP. If you do not choose one, we will assign you a PCP. You can change your PCP at any time by calling Member Services.

Your PCP is the best person to start taking care of your health. Your PCP sees you for regular checkups or when you are sick. It is important to have an annual checkup with your PCP, even if you don't feel sick. PCPs provide preventive care in addition to directing you to the best place for some of your medical problems.

UnitedHealthcare Community Plan works with your PCP. We want to be sure that you are getting the right care at the right time. We help your PCP help you keep on track with your appointments. It's important to keep your appointments with your PCP. If you must cancel appointments, please give the office advance notice.



**We can help.** Don't remember your PCPs information? Want to change your PCP? Do you have a new address, phone number and/or email address? Call Member Services toll-free at  
**1-888-980-8728, TTY 711, Monday–Friday, 7:45 a.m.–4:30 p.m.**



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 **1-888-980-8728** to tell us which language you speak. **(TTY: 711)**.

## Cantonese

您需要其他語言的協助嗎？我們將會為您尋找免費口譯員，請致電 **1-888-980-8728 (TTY: 711)** 告知我們您使用的語言。

## Chuukese

En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. **(TTY: 711)**.

## French

Avez-vous besoin d'aide dans une autre langue ? Nous pouvons vous fournir gratuitement les services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. **(TTY: 711)**.

## German

Brauchen Sie Hilfe in einer anderen Sprache? Wir können Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. **(TTY: 711)**.

## Hawaiian

Pono ia oe ke kokua ma ka olelo e? Na makou e kii i kekahi mea unuhi nau, aohe uku. E kelepona i ka **1-888-980-8728** no ka hoike ana mai ia makou i kau olelo e olelo ana. **(TTY: 711)**.

## Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. **(TTY: 711)**.

## Japanese

他の言語でのお手伝いが必要ですか？無料で通訳をご用意できます。**1-888-980-8728** に電話して、ご希望の言語をお知らせください **(TTY: 711)**。

## Korean

다른 언어로 도움이 필요하십니까? 무료로 통역을 제공해드립니다. **1-888-980-8728**로 전화하여 사용하시는 언어를 알려주십시오**(TTY: 711)**.

## Mandarin

您需要其他语言的协助吗？我们将会为您寻找免费口译员，请致电 **1-888-980-8728 (TTY: 711)** 告知我们您使用的语言。

## Marshallese

Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. **(TTY: 711)**.

**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 **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. **(TTY: 711)**.

**Spanish**

¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. **(TTY: 711)**.

**Tagalog**

Kailangan ba ninyo ng tulong sa ibang wika? Ikukuha namin kayo ng libreng tagapagsalin. Tumawag sa **1-888-980-8728** para sabihin kung anong wika ang nais ninyong gamitin. **(TTY: 711)**.

**Tongan**

'Oku ke fiema'u tokoni 'iha lea makehe? Temau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. **(TTY: 711)**.

**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 **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. **(TTY: 711)**.

**Visayan**

Gakinahanglan ba ka ug tabang sa imong pinulongan? Amo-a kang kuha-an og libre nga taga-hulbad. Tawag sa **1-888-980-8728** aron ipahibalo namo kung unsa ang imong sinulti-han. **(TTY: 711)**.