

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 NurseLineSM. A nurse can help you decide the best place to get care. Call NurseLine at **1-877-543-4293, TTY 711.**



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See here.

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 **1-800-641-1902, TTY 711.**

Stop signs.

Getting help for alcohol and drug problems.

Getting treatment for substance abuse can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. What you tell your provider about substance use is private. It is protected under the law. Here's how to start your recovery:

- **Get help right away.** See your doctor, nurse or counselor.
- **Take an active role.** Keep your appointments. Ask questions. Ask your providers to work together.
- **Find the right program.** There are many kinds of help available. Make sure the program feels right for you.
- **Get help from your family and friends.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **Add a support group.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



Learn more. Visit **LiveAndWorkWell.com** for more information. Need help finding a counselor or program? Call Member Services toll-free at **1-800-641-1902, TTY 711.**

Ask Dr. Health E. Hound.®

Q: Why does my child need to be tested for lead?



A: Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of the well-child visit at these ages. The test is done using a few drops of blood.

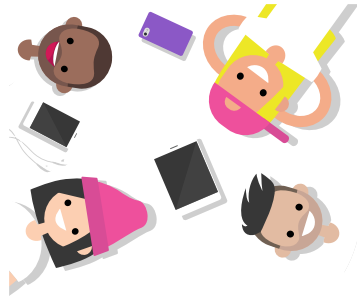


Learn about lead. Read all about lead poisoning and other kids health topics. Visit **UHC.com/NEkids.**

On My Way.


Get ready for the real world.

UnitedHealthcare On My Way (OMW™) is a free online resource. It helps young people deal with real-world situations that may affect their future. UnitedHealthcare OMW can help with managing bank accounts, securing housing, creating a resume, finding job training, applying for college and more.



Through UnitedHealthcare OMW, you can learn about:

- **Money:** Create a budget and learn how to save money and do taxes.
- **Housing:** Understand and compare affordable housing options.
- **Work:** Create a resume and get interview tips.
- **Education:** Decide what to do after high school.
- **Health:** Learn important health information and get answers to common health questions.
- **Transportation:** Find out how to get around.

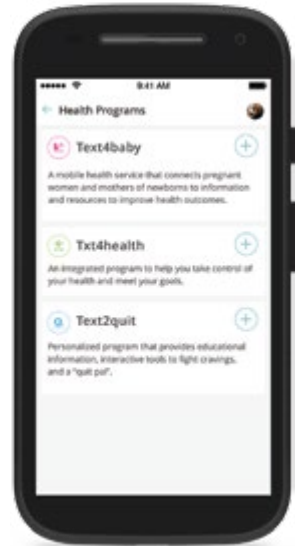
 **Sign up today.** Visit uhcOMW.com. To learn more, search for UnitedHealthcare OMW on YouTube and watch our video.


Stay connected.

Introducing UnitedHealthcare MyHealthLine™.

Member Services can help you get no-cost mobile phone service through the federal Lifeline Assistance program. Get a no-cost mobile phone* or use your own phone. Service is available from select Lifeline service providers based on location and eligibility. All plans include data, talk and text at no cost to you. MyHealthLine also includes:

- Health tips and reminders via text.
- Mobile health coaching programs.



 **Learn more.** For more information, please call Member Services at **1-800-641-1902, TTY 711.**

Lifeline is a government assistance program. The service is non-transferable. Only eligible consumers may enroll in the program. The program is limited to one discount per household. *Phone is subject to location and eligibility.

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 or call **1-800-641-1902, TTY 711**, toll-free.



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 24/7 health advice from a nurse (toll-free).
1-877-543-4293, TTY 711

MyHealthLineTM: If you qualify, you can get a smartphone and a monthly service plan at no cost.
1-800-641-1902, 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.
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.
UHC.com/NEkids



Pregnant?

Get pregnancy and postpartum care.

If you are pregnant, be sure to start pregnancy care early. 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. It is just as important as your pregnancy visits. Your doctor will want to see you by six weeks to check for healing, depression, family planning and breast-feeding. If you had a c-section, also see your doctor two weeks after delivery.



The first step. UnitedHealthcare Community Plan has a program that can help you. It's called Healthy First Steps[®]. Call **1-800-599-5985, TTY 711**, to see how you can join.

Watch and learn.

Visit **myuhc.com/CommunityPlan** for short video introductions to your health plan. They explain how to get the most out of your benefits. They are great for new and experienced members.

