



HealthTALK

FALL 2019



Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.



Fight the flu.

Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.



Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.



It's 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 to find a location near you.

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



Smile.

A healthy smile leads to a healthy body. Having good teeth makes it easier to eat nutritious foods. It makes you look better and feel better about yourself. A healthy mouth can help you in many ways. It can prevent serious problems like heart disease and premature birth, increase self-esteem and improve attendance at work and school.

Your dental benefits allow for regular dental checkups. Regular checkups will help keep your teeth and gums healthy. See your dentist every year for preventive dental care. This includes:

- Checkups.
- Cleanings.
- X-rays (if needed).
- Fluoride treatments.

You also have benefits to fix your teeth. This may include fillings, root canals, simple extractions, crowns or other dental work. If you need major dental work done, your dentist may have to check with the health plan first to make sure it will be covered.



Open wide. To learn more about the dental benefits your health plan

offers, call Members Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Or visit **myuhc.com/CommunityPlan**.

Mammograms save lives.

Schedule your screening.

Breast cancer is one of the most common cancers in women. An estimated 268,600 U.S. women will be diagnosed with it this year.

October is breast cancer awareness month. It is a good time to schedule a mammogram if you are due for one. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump. When caught early, breast cancer is often curable.

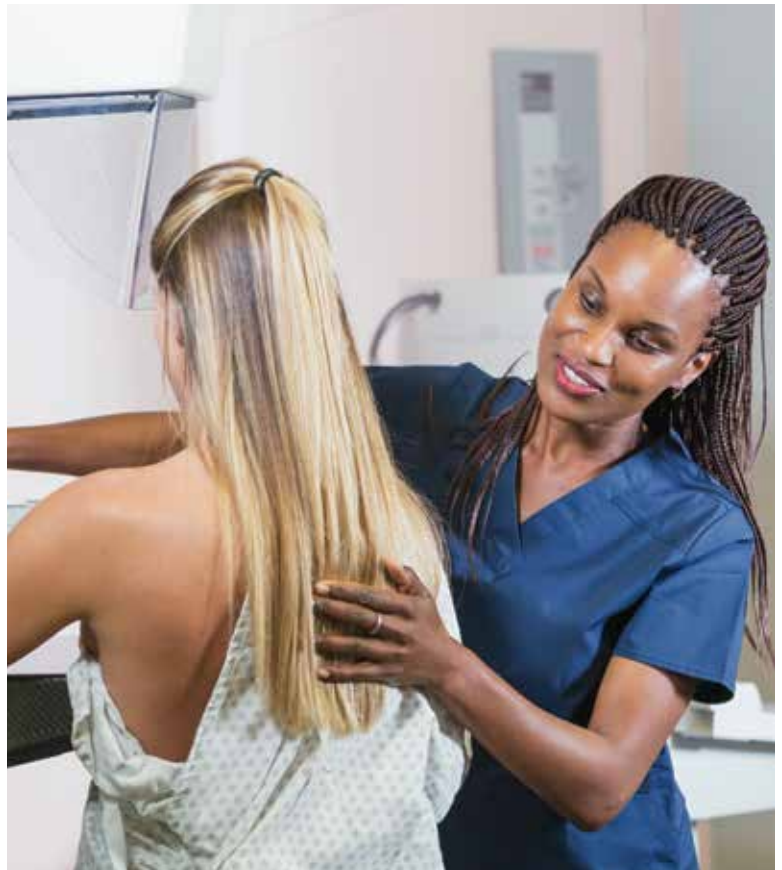
Talk to your doctor about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. The American Cancer Society recommends annual mammograms for women starting at age 40 or 45, depending on risk. Then mammograms every 2 years beginning at age 55. Women at high risk may continue annual screenings after age 55.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at

1-866-675-1607, TTY 711, Monday–Friday, 7 a.m.–7 p.m.

Or visit **myuhc.com/CommunityPlan**.

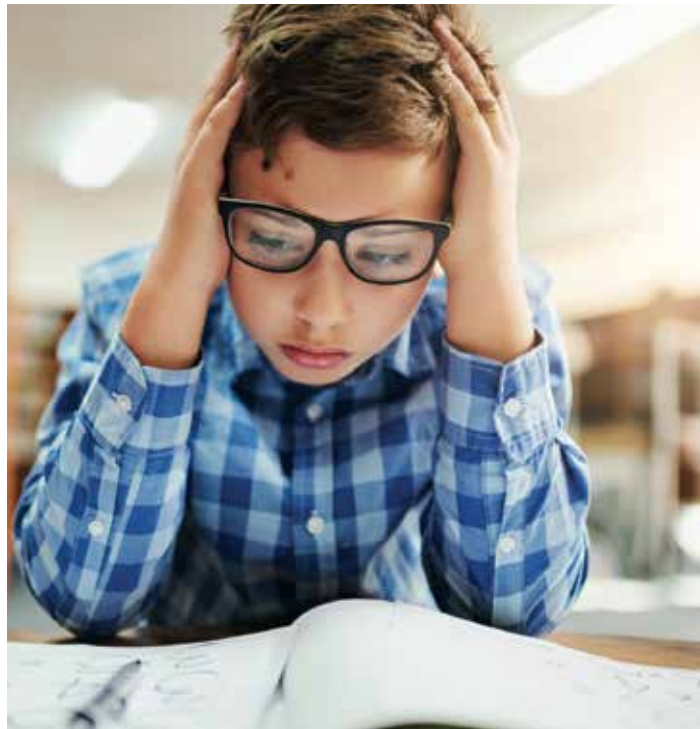


Plan to quit.

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 during the Great American Smokeout®, a national event hosted by the American Cancer Society. This year the event falls on November 21.



Quitting time? You can quit smoking for good with the right help. Get telephone support and information by calling the American Cancer Society at **1-800-227-2345, TTY 711**. Or get free help online at **quitnow.net**.



The right dose.

Finding the best treatment for your child's ADHD.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor.

A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another. A child who takes ADHD medicine must be seen by their doctor to make sure they are getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months.



Plan of attack. We can help with scheduling an appointment or finding a provider. Call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Or visit **myuhc.com/CommunityPlan**.



Let it go.

It's perfectly natural to feel stressed sometimes. Everyone does. Not all stress is bad, but long-term stress can affect your health. That's why it's important to manage it. Here are 4 tips on how to cope with stress:

- 1. Get regular exercise.** Just 30 minutes per day of walking can help boost your mood and reduce stress.
- 2. Try a relaxing activity.** Meditation, yoga and tai chi can be relaxing. Drawing or coloring can also be calming.
- 3. Set goals and priorities.** You don't need to do everything at once. Decide what needs to be done now and what can wait.
- 4. Stay connected.** It's OK to turn to friends, family or health care providers for emotional or other support.



Relax. To learn about your behavioral health benefits, 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, ask benefit questions or voice a complaint, in any language (toll-free).

1-866-675-1607, TTY 711

Monday–Friday, 7 a.m.–7 p.m.

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlanHealth4Me

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-440-9409, 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 (toll-free).

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.

KidsHealth.org

Get connected.

Use the UnitedHealthcare Doctor Chat app.

Your health is important to us. With the UnitedHealthcare Doctor Chat app, you can now chat with a doctor from anywhere.

If you have a non-emergency problem, skip the wait of the emergency room and urgent care and chat with a doctor in minutes. With the UnitedHealthcare Doctor Chat app, you can connect to a doctor while you're at home, at work or out and about. And there's no cost to you.

Download the app to your mobile device from the App Store or Google PlayTM. Once the app is downloaded, you can register your account by going to **UHCDoctorChat.com** and completing the short form. Doctors will be available to chat through the app from 9 a.m.–9 p.m. daily.



Let's chat. Download the **UnitedHealthcare Doctor Chat** app from the App Store or Google PlayTM today.

If you have a non-emergency problem, skip the wait of the emergency room and urgent care and chat with a doctor in minutes.





UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o nacionalidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o nacionalidad, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 7:00 a.m. a 7:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

Internet:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

Teléfono:

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

Correo:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 7:00 a.m. a 7:00 p.m.