



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 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 doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms are for major medical emergencies only. Go there 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 problem, you may need to wait a long time.

If you go to an urgent care center or emergency room, tell your PCP as soon as you can. Get any follow-up care you need from your PCP.



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## Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual check-up. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



### It's your best shot.

Learn more about vaccines for every member of your family at [CDC.gov/vaccines](https://www.cdc.gov/vaccines).

# 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.



## 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.



## 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 the toll-free number on your member ID card.



## See here.

**Get a diabetic eye exam 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 the toll-free number on your member ID card.



## The right dose.

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high.

That's why it's important for children on ADHD medicine to see their doctors often. Go within 30 days of when your child starts taking medicine. Visit again twice in the following nine months. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.





## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).

**STAR and CHIP: 1-888-887-9003, TTY 711**

**STAR Kids: 1-877-597-7799, 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<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).

**STAR: 1-800-535-6714, TTY 711**

**CHIP: 1-800-850-1267, TTY 711**

**STAR Kids: 1-844-222-7326, 711**

**MyHealthLine<sup>TM</sup>:** If you qualify, you can get a smartphone and a monthly service plan at no cost.

[UHCmyHealthLine.com](http://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<sup>®</sup>:** Get support throughout your pregnancy.

**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Get rewards for timely prenatal and well-baby care.

[UHCBabyBlocks.com](http://UHCBabyBlocks.com)

**Behavioral health:** Learn more about your substance use and mental health care benefits and find a provider, toll-free.

**STAR: 1-888-872-4205, TTY 711**

**CHIP: 1-800-495-5660, TTY 711**

**STAR Kids: 1-877-597-7799, 711**

**Service Coordination:** Get help for special needs of STAR Kids members, toll-free.

**1-877-352-7798, TTY 711**



## Wait no more.

### Time to see your doctor?

It's important to get medical care when you need it. Call your doctor's office to make appointments. Tell them the reason for the visit. This will help them make the appointment within the right timeframe. Timeframes for provider visits are:

- **Routine primary care:** Within 14 days.
- **Adult preventive services:** Up to 90 days.
- **Preventive services for a new child member:** Depends on the child's age and when the service is due, but usually less than 90 days.
- **Newborn preventive health services:** Within 14 days.
- **Prenatal care:** Within 14 days. High-risk or if a new member is more than 6 months pregnant will be seen within 5 days.
- **Care for an urgent condition:** Within 24 hours.
- **Outpatient behavioral health visits:** Within 14 days.

You can get emergency care at any urgent care center or emergency department. Call 911 in an emergency.



**Call your PCP first.** You can even call at night or on weekends, when the office is closed. A message will tell you how to reach a doctor. You can also call the 24-hour toll-free

NurseLine<sup>SM</sup> at the number listed at left for advice on your illness or injury.