



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



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## It works!

### The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses.
- 5.8 million doctor visits.
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



**Get yours.** Flu shots are available in many locations. Need to find one that accepts your health plan? Visit [UHCommunityPlan.com](http://UHCommunityPlan.com).

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# Know your numbers

## It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men or less.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



**Bring it down.** If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



## Saving lives

There are more than 2 million breast cancer survivors in the U.S. Screenings can help find the disease before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.



**What's right for you?** Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.



## We care about quality

UnitedHealthcare Community Plan's Quality Improvement Program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please contact us toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.



## You can quit

### Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease in the United States. It's also the No. 1 cause of premature death. Yet, one in five Americans still smokes cigarettes. Millions more people smoke cigars or pipes or chew tobacco. If you are one of more than 60 million tobacco users in the U.S., it's time to quit.

The Great American Smokeout may be a good day for you to quit tobacco — even if it's just for one day. This yearly event takes place this fall on Nov. 21.



**You can do it.** Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call the national Quitline at **1-800-QUITNOW (1-800-784-8669) (TTY 711)**.

## ALL IN THE TIMING

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following time frames.

- **EMERGENCY:** immediately
- **URGENT CARE:** within 24 hours
- **PEDIATRIC SICK VISIT:** within 24 hours
- **ADULT SICK VISIT:** within 72 hours
- **ROUTINE PRIMARY CARE VISIT:** within 21 calendar days
- **ROUTINE SPECIALIST VISIT:** within 4 weeks
- **NON-EMERGENCY HOSPITAL STAY:** within 4 weeks



**Need help?** If you are having trouble getting an appointment with your provider, let us know. Call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

# See here

## Don't let diabetes take your sight.

Diabetic retinopathy is the main cause of blindness in the U.S. It is a common complication of diabetes. It damages the blood vessels in the eye. Most of the time, symptoms do not start until the damage is bad.

Laser surgery can stop diabetic retinopathy 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 eye doctor will dilate your pupils with eyedrops. Then he or she will take a look inside your eye. The test is quick and painless.

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



**Eye spy.** See an eye doctor every year. Ask to have the results sent to your primary care provider. Need to find an eye doctor who accepts your health plan? Visit **UHCCommunityPlan.com**.



## Your best shot

*Streptococcus pneumoniae* is a common bacterium. It is spread by sneezing and coughing. It causes some kinds of serious pneumonia. It kills more people in the United States each year than all other vaccine-preventable diseases combined.

It's very important for at-risk adults to get vaccinated.

It's recommended for:

- anyone over 65 years old.
- smokers.
- people with asthma, diabetes or other chronic conditions.
- people with weak immune systems.

Pneumococcal shots can last a lifetime, but some people need boosters after five years. Ask your doctor if it's time for you to get one.



**See your doctor.** Adults need yearly check-ups. Do you need to find a doctor? Visit **UHC CommunityPlan.com**. Or call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.



## It's your choice

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you in a way that you can understand. You also have the right to say no to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives include:

- **A LIVING WILL** is a paper that explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot communicate your own decisions about life support.
- **A DURABLE POWER OF ATTORNEY** is a paper that lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you anytime you become temporarily or permanently unable to make medical decisions. You can also have a durable power of attorney for mental health care.
- **A DECLARATION FOR MENTAL HEALTH TREATMENT** is an important option for people with mental illness. It lets you choose who will make mental health treatment decisions for you if you are too sick to make good choices. It also lets you state your wishes about what kinds of mental health treatment you want or don't want.



**Write it down.** Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available at [caringinfo.org/stateaddownload](http://caringinfo.org/stateaddownload). Give copies of the form to your providers and someone you trust and keep one for yourself.

# Beyond the baby blues

## Could you have postpartum depression?

After your baby is born, your hormones go through big changes. This can make you feel very emotional. It's common to feel weepy, angry, worried or anxious beginning two to three days after delivery. These are normal feelings.

If these feelings do not go away after a week or start to get worse, you could have postpartum depression. Other symptoms include trouble taking care of yourself or your baby or being unable to do daily tasks. You may feel anxious or have panic attacks. You may think you can't cope with the challenges of motherhood. You may even be afraid you might hurt yourself or your baby.

If you think you may have postpartum depression, talk to your provider right away. It can get better with treatment. Try to take good care of yourself. Eat well and get as much rest as you can. Ask your partner, family and friends for help with the household and the baby. Talk with someone you trust.



**Get screened.** Part of the postpartum visit is a screening for postpartum depression. See your provider four to six weeks after you give birth. If you had a C-section, also see your provider two weeks after delivery.





# The last shot

## Teens finish their vaccines at age 16.

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



**Check out checkups.** Pre-teens and teens need checkups every year. They will get any shots they need at these visits. Need to find a doctor for your teen? Use the provider directory at **UHC CommunityPlan.com**.

## 4 FACTS ABOUT CHF

1. Congestive heart failure (CHF) means that the heart does not pump well and less blood gets to your muscles and organs.
2. CHF causes shortness of breath (especially while exercising or lying flat in bed), fatigue, weakness and swelling in the ankles.
3. Treatment for CHF includes resting more or changing your daily activities, eating a low-salt diet and taking medication.
4. You can reduce your risk by controlling your blood pressure. Lose weight if your doctor says you should. Exercise. Eat less salt.



## Best start

Breastfeeding can be a good experience for both you and your baby. Following these three tips can get breastfeeding off to a good start.

1. **NURSE EARLY AND OFTEN.** Try to breastfeed your baby within the first hour after birth. Newborns need to nurse at least every two hours, but not on a strict schedule. This tells your breasts to produce plenty of milk.
2. **BREASTFEED ON DEMAND.** Watch your baby for signs of hunger. Hungry babies may be more alert or active or put their hands by their mouths. Don't wait until the baby starts crying to feed.
3. **HAVE BABY OPEN WIDE.** Nurse with the nipple and the areola (the darker area around the nipple) in the baby's mouth.



# Ask Dr. Health E. Hound

## Q. How can I tell if my child has a concussion?

**A.** A concussion is a brain injury caused by a blow to the head. Symptoms can start shortly after the injury or come later. They include:

- trouble thinking or remembering
- headache
- dizziness
- vision problems
- feeling irritable, sad or nervous
- being very tired

Your child's regular provider can treat most concussions. But some symptoms need care right away. Take your child to an urgent care center if he or she has a headache that gets worse and does not go away, repeated vomiting, weakness, numbness or slurred speech. Extreme sleepiness, seizures, loss of consciousness or worsening confusion need emergency care.

Recovery from a concussion can take days, weeks or longer. A second concussion before fully recovering from a first one can be more serious. It's important to wait until a doctor says it's OK to return to sports or other activities fully.



## Everyday activity ideas

You can show your child that moving is something the whole family can do together. When you share your excitement, your child will be more eager to join in, too! Staying active is easier than you think. Check out the tips below for fun, simple ways to include more movement into your family's day.

- **READY, SET, STRETCH!** Get a healthy start doing fun stretches together in the morning.
- **HAVE FUN GOING PLACE TO PLACE.** Instead of walking to the store, encourage your child to jump like a frog or hop like a bunny.
- **TOSS THE TRASH.** Make a ball out of a crumpled page of an old magazine. Encourage your child to throw the ball as far as he or she can, and run to get the ball.
- **MOVE AND GROOVE TOGETHER.** An easy way to get moving is to turn up the music and dance!



**What's next?** Check out [sesamestreet.org/healthyhabits](http://sesamestreet.org/healthyhabits) for more tips, videos and tools to help keep your child active.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

**NurseLine** Get 24/7 health advice from a nurse (toll-free). For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

**Healthy First Steps** Get pregnancy and parenting support (toll-free).  
**1-800-599-5985 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**UHCommunityPlan.com**

**National Domestic Violence Hotline** Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233  
(TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW  
(1-800-784-8669)**

## WE SPEAK YOUR LANGUAGE

This document contains important information. Call toll-free **1-888-980-8728** (QExA local customer service) or **1-877-512-9357** (QUEST local customer service) to get the document in another language or have it orally translated for you.

Naglaon daytoy a dokumento iti napateg nga impormasion. Umawag iti toll-free **1-888-980-8728** (serbisyo lokal para iti kustomer ti QExA) wenno **1-877-512-9357** (serbisyo lokal para iti kustomer ti QUEST) tapno maalam ti dokumento iti sabali a lengguahe wenno maibasa kenka iti maawatam a lengguahe.

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本文件包含重要資訊。請撥打免費電話 **1-888-980-8728** (QExA 當地客戶服務) 或 **1-877-512-9357** (QUEST 當地客戶服務) 以獲得本文件的其他語言版本，或讓人為您口譯該文件。

이 문서에는 중요한 정보가 수록되어 있습니다. 다른 언어로 번역된 문서를 받아보시거나 구두번역을 원하시면 무료 전화번호 **1-888-980-8728**번(QExA 현지 고객 서비스) 또는 **1-877-512-9357**번(QUEST 현지 고객 서비스)으로 전화하십시오.

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