



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



IN THIS ISSUE

Substance abuse	Page 2
Prescription drug benefits	Page 3
Car seat safety	Page 4
Healthy First Steps	Page 5
Asthma	Page 6
ADHD	Page 7

Keeping kidneys healthy



You can prevent diabetic kidney disease.

Your kidneys act as filters for your blood. If you have diabetes, you are at risk for kidney problems. If your blood pressure or blood sugar is high, kidney damage is even more likely.

There are things you can do to keep your kidneys healthy. Follow the diet your doctor says you should. Keep your blood sugar and blood pressure under control. Take your medicines as directed. Spend 30 minutes or more being active most days. Don't smoke.

Early kidney damage has no symptoms. Simple tests can find it before it gets worse. If you have diabetes, get tested at least once a year for kidney disease.



We can help. UnitedHealthcare Community Plan has a program to help people with diabetes. Call us toll-free to join. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

Honolulu, HI 96802

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UnitedHealthcare Community Plan

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Take care

Where to go when you don't feel well

Your primary care provider (PCP) is the best person to help you when you are sick or injured. Your PCP knows you and your medical history. He or she has your medical records.

Call your PCP's office first when you need care. You might get an appointment for later that day. Your PCP could call in a prescription to your drugstore. You can even call at night or on weekends.

Your PCP may tell you to go to an urgent care center. You may also go to one if you can't reach your PCP. Many urgent care centers are open at night and on weekends.

Hospital emergency rooms are for major medical emergencies only. Go to one when you think your illness or injury could result in death or disability if not treated right away.



Get advice. UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night, who can help you decide the best place to get care. Call NurseLine toll-free, 24/7. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

Stop signs

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 within 14 days. Go two more times within 30 days.
- **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. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.





The voice of our members

Join our Member Advisory Group.

UnitedHealthcare Community Plan wants to hear about your experience with us. We also want to get ideas on how we can improve. We are creating a Member Advisory Group where you would be able to tell us what you think. The group will meet four times a year to:

- talk about different topics.
- look at our member handbook and other materials.
- ask for your feedback.

We are looking for members (or their Power of Attorneys) who:

- are 18 years of age or older.
- can go to the meetings.
- want to make a difference.

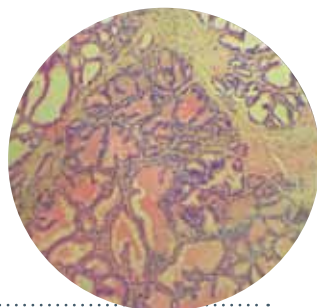


Join us. If you think you want to be a part of this group, please call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

JUST FOR MEN

Prostate problems are common in men over 50. As men age, the prostate often gets bigger. When this happens, some men have trouble with urination or sex. A doctor can help you find relief.

Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men. When caught early, it is very curable. That is why it is important for men over 50 to be checked for prostate problems. African-American men and men whose father, brother or son had prostate cancer should get checked starting at 40.



Check it out. Talk to your doctor about your prostate health. Ask if you should get a digital rectal exam and a PSA blood test.

KNOW YOUR DRUG BENEFITS

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

- 1. WHAT DRUGS ARE ON OUR FORMULARY.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.** There are more than 230 network pharmacies in Hawaii. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. HOW TO GET EXCEPTIONS.** You can ask for drugs that might otherwise be limited or not covered. Your provider can help you make a request.



Look here. Visit MyUHC.com/CommunityPlan to learn about your drug benefits. 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)**.





Culture club

UnitedHealthcare Community Plan wants to help members of all cultures and languages get the care they need. Be sure to let your primary care provider (PCP) know what language you are most comfortable speaking and reading. Tell him or her if you have any special cultural needs.

We can arrange translation services over the phone. We can have an interpreter meet you at your doctor's office. We can also provide signers for the hearing impaired and Braille and large print material for visually impaired members.



Call us. If you would like help or information in a language other than English or in another format, 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)**.

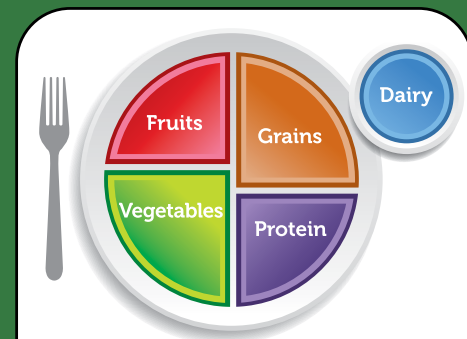


Safe and sound

Keeping kids safe in the car

Car accidents are a leading cause of death and injury for children. But there are ways to keep them safe in the car.

A recent guideline says babies should ride in rear-facing car seats until about age 2. Then, children should ride in front-facing car seats with harness straps until they outgrow the seat's size limits. (This can range from 40 to 80 pounds.) The new guidelines also say to keep children in booster seats until they are 4 feet 9 inches tall, which usually happens sometime after age 10. Older children should always use seat belts. The back seat is the safest place for babies and keiki until they are 13 years old.



Choose **MyPlate.gov**

MYPLATE

MyPlate is the government's new way of explaining good nutrition. It's easy to learn. It divides the plate into four sections with one side dish.

- 1. FRUITS AND VEGETABLES:** They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.
- 2. GRAINS:** Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.
- 3. PROTEIN:** Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.
- 4. DAIRY:** Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



Set the table. Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit **choosemyplate.gov**.



food for thought

EATING WELL ON A BUDGET™

Learn about ‘anytime’ and ‘sometime’ foods.

Cookie Monster knows how important it is to eat healthy foods. He used to eat cookies all the time. Then he learned about “anytime” and “sometime” foods. Now Cookie Monster knows that it’s important to eat plenty of healthy “anytime” foods. But Cookie Monster can still have cookies as a “sometime” food.

“Anytime” foods keep our bodies healthy and strong, so they are great to eat every day. These are foods like fruits, vegetables, whole grains, lean meats and low-fat yogurt. Drink water or low-fat milk with these.

“Sometime” foods are things we should only eat once in a while. These are foods like cookies, chips and cake. They are high in sugar, fat or salt.



Have fun. Visit sesamestreet.org/food for more *Food for Thought* information. The website has videos, a children’s storybook, a caregiver guide and healthy recipes.



Partners in Healthy Habits for Life

TM/© 2014 Sesame Workshop

Take the first step

Healthy pregnancies = healthy babies

If you’re pregnant, Healthy First Steps can help. Whether you’re expecting your first baby or your third, get personal support every step of the way. When you join, you’ll work with a team to help you:

- choose a provider for you and your baby.
 - schedule provider visits and find a ride to visits.
 - answer questions about what to expect during pregnancy.
 - connect with local resources like Women, Infants, and Children (WIC).
- We’re also available for up to six weeks after delivery. We can help you get care after your baby is born. We’ll even make your postpartum appointment for you.



Join today. Call **1-800-599-5985 (TTY 711)** toll-free, Monday through Friday, 8 a.m. to 5 p.m.

Central time. Healthy First Steps is already part of your benefits. There’s no extra cost to you.

Baby basics

5 reasons to vaccinate your child

Years ago, many children suffered or even died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them healthy. If children do not get their shots on time, they are at risk for these diseases. There are many reasons to vaccinate:

- 1. THESE DISEASES ARE STILL AROUND.** Kids can still get them. For example, whooping cough outbreaks have been reported recently.
- 2. DISEASES CAN CROSS BORDERS EASILY.** Some diseases we immunize for are still common in other countries. Travelers can bring them to your community.
- 3. VACCINES ARE SAFE.** They have been tested. Studies show they do not cause autism or other conditions.
- 4. THEY MEAN LESS MISSED WORK AND SCHOOL.** Healthy kids can go to school or day care. Their parents can go to work.
- 5. THEY PROTECT YOUR FAMILY, FRIENDS AND COMMUNITY.** When more people are vaccinated, everyone is safer.



Keep track. Keep a record of what shots your child gets and when. Share it with any new providers you see. Need to find a provider for your child? Visit MyUHC.com/CommunityPlan.



Ask Dr. Health E. Hound

Q: Could my child have asthma?

A: There are nearly 9 million children in the United States with asthma. Asthma usually begins before a child turns 5 years old. Kids with asthma may wheeze or cough, even when they don't have a cold. They may have trouble breathing sometimes. They may get a lot of lung infections. They may have other allergies, including skin allergies. They may have a parent with asthma. If your child has these signs or risk factors, talk to his or her doctor about asthma.

If your child has asthma, it's important to learn how to manage it. You will need to give him or her medication as directed. This may include using inhalers or a machine that turns the medicine into a mist. You will also need to avoid things that make his or her asthma worse. These are called triggers, and include things like smoke, dust or pet hair. You will learn how to tell when your child's asthma is flaring up, and when he or she needs emergency care. It's also important to keep all follow-up appointments with your child's provider.



POSITIVELY

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well. Pregnant women who take certain drugs only have a 2 percent chance of giving their babies HIV. The drugs are called antiretrovirals.

Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breast feed their babies. This treatment has reduced the number of babies born with HIV. Today, only a few babies are born with HIV in the United States each year.



Take the first step. UnitedHealthcare Community Plan has a program for pregnant women called Healthy First Steps. This program helps women get the care and services they need. Find out more by calling **1-800-599-5985 (TTY 711)** toll free.

Trial and error

Finding the right treatment for ADHD

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.



Follow up. Does your child take ADHD medicine? Be sure to keep regular appointments with his or her provider. Behavioral therapy and counseling can also help.



WE SPEAK YOUR LANGUAGE

This document contains important information. To get the document in another language or have it orally translated for you, please call our local customer service toll-free at **1-888-980-8728 (QExA)** or **1-877-512-9357 (QUEST)**. TTY/TDD: 711. There is no cost to you for this service.

Daytoy a dokumento ket aglaon iti napateg nga impormasyon. Tapno maala daytoy a dokumento iti sabali a pagsasao wenno maipaawat kenka iti bukod mo a pagsasao, umawag ka iti serbisyo kustomermi toll-free iti **1-888-980-8728 (QExA)** wenno **1-877-512-9357 (QUEST)**. TTY/TDD: 711. Awan ti anyaman a bayadam para iti daytoy a serbisyo.

Tài liệu này chứa thông tin quan trọng. Để được tài liệu bằng ngôn ngữ khác hoặc tài liệu này được thông dịch cho quý vị, xin gọi dịch vụ khách hàng địa phương theo số **1-888-980-8728 (QExA)** hoặc số **1-877-512-9357 (QUEST)**. TTY/TDD: 711. Dịch vụ này là miễn phí cho quý vị.

本文件包含重要資訊。若要獲得文件的另一種語言版本或為您口譯文件，請致電我們本地客戶服務免費電話：**1-888-980-8728 (QExA)** 或 **1-877-512-9357 (QUEST)**。聽力 (TTY) / 語言障礙人士專線 (TDD)：711。您無需為本項服務支付費用。

이 문서에는 중요한 정보가 수록되어 있습니다. 다른 언어로 번역된 문서를 받아보시거나 구두 번역을 원하시면 현지 고객 서비스 무료 전화번호 **1-888-980-8728(QExA)** 또는 **1-877-512-9357(QUEST)**번으로 전화해 주십시오. TTY/TDD: 711. 이 서비스는 무료입니다.

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.

**MyUHC.com/
CommunityPlan**

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)**

