



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Generics save money



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-888-980-8728, TTY 711**.

Fight the flu

Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

Your best shot. There is no cost 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.



United Health Group
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UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802



Top quality

Our quality improvement results

We have a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.


Last year one of our goals was to improve care for diabetics. We wanted to increase the number of eye exams, HbA1c blood tests, and tests for how well kidneys function. We found more members did have these important tests done. This year we also want better results from these tests, such as keeping HbA1c levels below 8 percent.

Another goal we had last year was to improve care to women who had babies. We wanted them to see their doctor within 3–8 weeks after having the baby. We found more women were having these important visits. This year we want pregnant women to see their OB/GYN doctors within the first six weeks of pregnancy or joining our health plan, to have regular visits for the whole pregnancy, and to continue seeing their doctor within 3–8 weeks after having the baby.

In the coming year we also want to increase the number of:

- Babies and toddlers who have six checkups before they reach 15 months old
- Children and teens who have yearly checkups with their doctor
- Children who receive their scheduled vaccines before their 2nd birthday
- Members who follow up with their mental health care providers after a hospital visit

We also do member surveys each year. We want to see how well we are meeting member needs. Our CAHPS surveys showed overall improvement in how members rated their health care. This year we will work on improving satisfaction by improving our members' access to getting care they need. Our goal is for members to have better access to see specialists. This year we will also work on improving satisfaction by improving information we give our members. Our goal is for members to understand how to use their health care benefits.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-888-980-8728, TTY 711.**



Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan.**

Or call us toll-free at **1-888-980-8728, TTY 711.**

Quitting time

Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? This is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, and hookahs are getting more popular.

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 on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



You can do it. The Quit for Life program can help. You can get free coaching and education online, on a mobile app, or over the phone. Visit QuitNow.net or call **1-800-227-2345, TTY 711.**

Say no to CO

Stay safe this winter.

Carbon monoxide (CO) is a colorless, odorless gas that is produced from burning fuel.

Because you cannot see or smell CO, the first sign it is in

your home is often when you start to feel sick. The first symptoms include headache, fatigue, or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.



If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call 911 from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- Leave a car running in a garage or other enclosed space, even with the door open
- Run a generator inside your home, garage, or crawl space
- Burn charcoal inside
- Use a gas range, oven, or dryer for heating your home

Your breast bet

Breast cancer one of the most common cancers in women. Thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.





Respecting elders

Know the warning signs of elder abuse.

An estimated 5 million seniors are abused or neglected each year. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be verbal, physical, emotional, financial, or sexual. It can involve exploitation, neglect, or abandonment. It can happen at home or in hospitals or long-term care facilities. Abusers can be anyone.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- Bruises, sores, or other injuries
- Withdrawal or depression
- Change in financial situation
- Bedsores, poor hygiene, or unexplained weight loss
- Frequent arguments with caregivers or loved ones

Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).
1-888-980-8728, TTY 711

Our website Find a provider, read your Member Handbook, or see your ID card.
myuhc.com/CommunityPlan

NurseLineSM Get 24/7 health advice from a nurse (toll-free).
1-888-980-8728, TTY 711

National Domestic Violence Hotline Get 24/7 support, resources, and advice (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Hapai Malama Program Get help with scheduling appointments, arrange rides to doctor's visits, connect with community resources, and more (toll-free).
1-888-980-8728, TTY 711

loveisrespect Teens can ask questions about dating violence and talk to a teen or adult (toll-free).
1-866-331-9474, TTY 1-866-331-8453
loveisrespect.org





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

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

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

English

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. **(TTY: 711)**.

Cantonese

您需要其他語言的協助嗎？我們將會為您尋找免費口譯員，請致電 **1-888-980-8728 (TTY: 711)** 告知我們您使用的語言。

Chuukese

En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. **(TTY: 711)**.

French

Avez-vous besoin d'aide dans une autre langue ? Nous pouvons vous fournir gratuitement les services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. **(TTY: 711)**.

German

Brauchen Sie Hilfe in einer anderen Sprache? Wir können Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. **(TTY: 711)**.

Hawaiian

Pono ia oe ke kokua ma ka olelo e? Na makou e kii i kekahi mea unuhi nau, aohe uku. E kelepona i ka **1-888-980-8728** no ka hoike ana mai ia makou i kau olelo e olelo ana. **(TTY: 711)**.

Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. **(TTY: 711)**.

Japanese

他の言語でのお手伝いが必要ですか？無料で通訳をご用意できます。**1-888-980-8728** に電話して、ご希望の言語をお知らせください **(TTY: 711)**。

Korean

다른 언어로 도움이 필요하십니까? 무료로 통역을 제공해드립니다. **1-888-980-8728**로 전화하여 사용하시는 언어를 알려주십시오**(TTY: 711)**.

Mandarin

您需要其他语言的协助吗？我们将会为您寻找免费口译员，请致电 **1-888-980-8728 (TTY: 711)** 告知我们您使用的语言。

Marshallese

Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. **(TTY: 711)**.

Samoan

E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana'o mia se fesosoani mo se faaliliu upu. **(TTY: 711)**.

Spanish

¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. **(TTY: 711)**.

Tagalog

Kailangan ba ninyo ng tulong sa ibang wika? Ikukuha namin kayo ng libreng tagapagsalin. Tumawag sa **1-888-980-8728** para sabihin kung anong wika ang nais ninyong gamitin. **(TTY: 711)**.

Tongan

'Oku ke fiema'u tokoni 'iha lea makehe? Temau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he **1-888-980-8728** 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. **(TTY: 711)**.

Vietnamese

Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. **(TTY: 711)**.

Visayan

Gakinahanglan ba ka ug tabang sa imong pinulongan? Amo-a kang kuha-an og libre nga taga-hulbad. Tawag sa **1-888-980-8728** aron ipahibalo namo kung unsa ang imong sinulti-han. **(TTY: 711)**.