



HealthTALK

FALL 2019



KidsHealth®.

KidsHealth® is a resource to help parents, kids and teens take charge of their health. Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. Visit KidsHealth.org today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

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
2717 North 118th Street, Ste. 300
Omaha, NE 68164



The right dose.

Make a plan for ADHD treatment.

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 the 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 **1-800-641-1902, TTY 711**. Or visit myuhc.com/CommunityPlan.

Stay on your feet.

Tips for preventing falls.

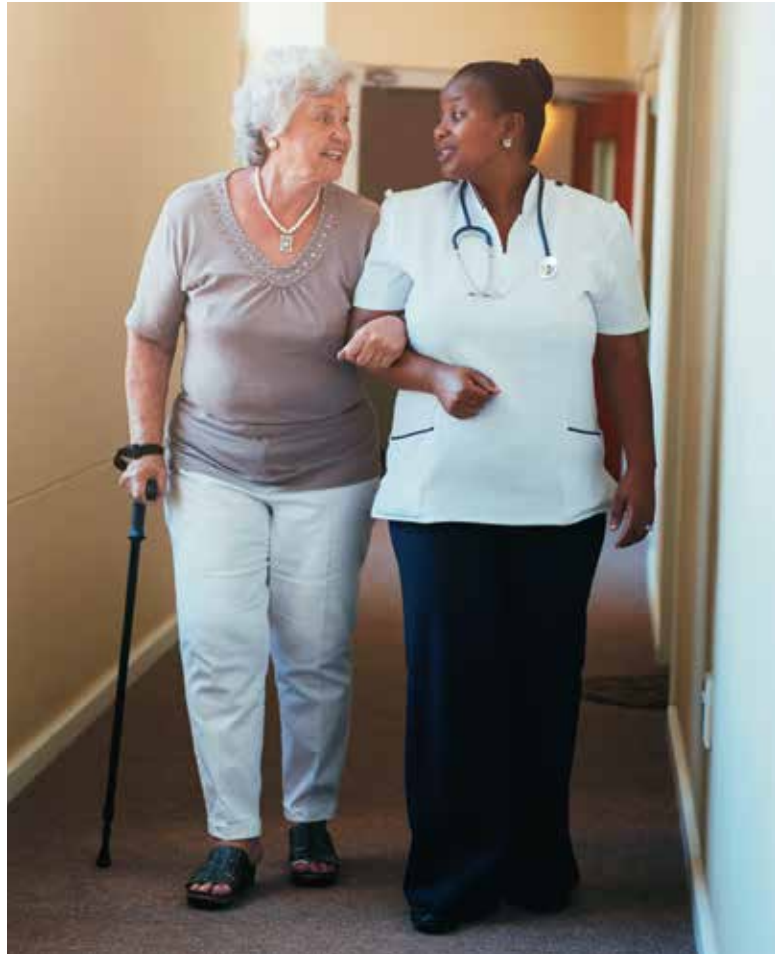
The chance of falling increases with age. This may be caused by physical changes, health conditions or medications. But falling does not have to be a part of aging. Here are some simple ways you can help reduce the risk of falls at home.

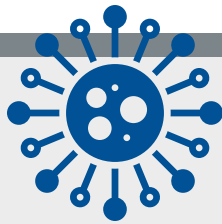
- 1. Keep your home clutter-free.** Make sure the floors are clear of anything you could trip on, such as cords, clothes or pet toys.
- 2. Light your way.** Use a nightlight in your bedroom or place a lamp by your bed. If you need to get up during the night, make sure you can see. Keep the lights on at night in the hallways if you need to.
- 3. Ready your bathroom.** Install grab bars by the shower and toilet. Place nonskid mats in the shower and bath.
- 4. Clean spills right away.** Avoid using cleaning products that make surfaces slippery.



It's a balancing act. Falling does not have to be a part of aging.

Talk with your doctor if you've had issues with balance, walking or falls. Reviewing your risks with your doctor can play a big part in helping to prevent falls. If you need help finding a doctor, we can help. Call Member Services toll-free at **1-800-641-1902, TTY 711**.





5 facts about chlamydia.

1. Chlamydia is the most commonly diagnosed sexually transmitted infection (STI). Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause ectopic pregnancy or other serious problems.



STIs can be silent. See your primary care provider (PCP) for STI counseling and testing. Need a new PCP? Visit

myuhc.com/CommunityPlan, or call Member Services toll-free at **1-800-641-1902, TTY 711**.

How much screen time is too much?

Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time. For children over the age of 2, the AAP says no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time:

- Set up rules.
- Create time limits.
- Keep televisions, tablets and computers out of your child's room.
- Set an example by staying active with physical and outdoor activities.



Learn more. Visit KidsHealth.org to learn more about kids' health topics. This website has articles, videos and interactive content for parents, children and teens.

See here.

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. In advanced cases, symptoms can include blurred vision, seeing "spots," seeing "halos" around lights, loss of central vision and loss of colors in vision.

However, most of the time, symptoms do not start until the damage is bad. Laser surgery 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 eye doctor will dilate your pupils with eyedrops. Then they 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.



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 with reminders about your care and advice from a nurse. To learn more, call Member Services toll-free at **1-800-641-1902, TTY 711**.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-800-641-1902, TTY 711

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me®

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-877-543-4293, TTY 711

The Nebraska Tobacco Quitline: Nebraska residents get free and confidential access to counseling and support services 24 hours a day, 7 days a week.
1-800-QUIT-NOW (1-800-784-8669)

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Non-Emergent Medical Transportation:
1-833-583-5683, TTY 1-833-587-6527

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-800-641-1902, TTY 711

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. It is the second leading cause of cancer death in women. However, thanks to better screening and earlier treatment, the death rate has been falling over the past 3 decades.

October is breast cancer awareness month. It is a good time to schedule a mammogram (X-ray of the breast) if you are due for one. Mammograms are 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 help scheduling an appointment or finding a provider, call Member Services toll-free at **1-800-641-1902, TTY 711**. Or visit **myuhc.com/CommunityPlan**.



UnitedHealthcare Community Plan does not discriminate on the basis of race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services. We're glad you are a member of UnitedHealthcare Community Plan!

If you think you were treated unfairly because of your race, ethnicity, color, religion, marital status, sex, sexual orientation, age, disability, national origin, veteran status, ancestry, health history, health status or need for health services, 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 can send a complaint at any time. We will acknowledge your complaint in writing within ten (10) calendar days of receipt . A decision will be sent to you no later than 90 calendar days from receipt of your complaint.

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 Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

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 Member Services at **1-800-641-1902, TTY 711**, 7 a.m. – 7 p.m. CT (6 a.m. – 6 p.m. MT), Monday – Friday.

UnitedHealthcare Community Plan no discrimina por motivos de raza, etnicidad, color, religión, estado civil, sexo, orientación sexual, edad, discapacidad, origen nacional, estado de veterano, ascendencia, historial médico, estado de salud o necesidad de servicios de salud. ¡Nos alegra que sea miembro de UnitedHealthcare Community Plan!

Si usted piensa que ha sido tratado injustamente por motivos de raza, etnicidad, color, religión, estado civil, sexo, orientación sexual, edad, discapacidad, origen nacional, estado de veterano, ascendencia, historial médico, estado de salud o necesidad de servicios de salud, 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

Puede enviar una queja en cualquier momento. Reconoceremos su queja por escrito dentro de los diez (10) días calendario después de recibirla. Se le enviará a usted una decisión a más tardar 90 días calendario a partir de la recepción de su queja.

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 a Servicios para Miembros al **1-800-641-1902, TTY 711**, de 7 a.m. a 7 p.m. CT (6 a.m. a 6 p.m. MT) de lunes a viernes.

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 a Servicios para Miembros al **1-800-641-1902, TTY 711**, de 7 a.m. a 7 p.m. CT (6 a.m. a 6 p.m. MT) de lunes a viernes.