



# HealthTALK

SUMMER 2019 | ¡VOLTEE PARA ESPAÑOL!



## Did you know?



According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer.

## 90-day supply benefit.



### For qualifying medications.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month.

If you would like to participate:

- **Talk with your doctor to see if your medications qualify.** If so, your doctor can write you a new prescription for a 90-day supply.
- **Talk to your pharmacist.** Your pharmacist can call your doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



**We've got you covered.** To find out what medications are included, call Member Services toll-free at **1-800-895-2017, TTY 711.**

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UnitedHealthcare Community Plan  
5900 Parkwood Place  
Dublin, OH 43016


# Help is here.

## Get treatment for alcohol and drug problems.

Getting treatment for substance use can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. Here's how to start your recovery:



- **Get help right away.**
- **Take an active role.** Keep your appointments. Ask questions.
- **Find the right program.** Different kinds of help are 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.

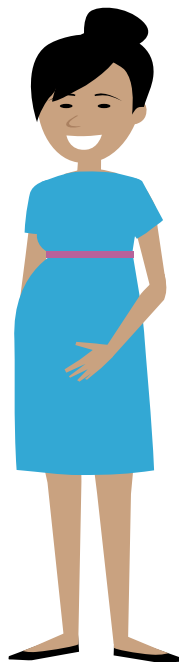
 **Learn more.** Visit [LiveAndWorkWell.com](http://LiveAndWorkWell.com) for more information about how to get treatment for substance use disorders and mental illness.


## Oh, baby!

Did you know that without prenatal care, babies are 3 times more likely to be born too small?

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.

Start seeing your provider as soon as you are pregnant. Have your first visit before your 12th week. Then, go monthly for the first 6 months. Go every 2 weeks for months 7 and 8. For the last month, see your provider every week.



 **Take the first step.** UnitedHealthcare Community Plan has a program for pregnant women. It's called Healthy First Steps®. It provides information and support. All pregnant women can join. For more information, call **1-800-599-5985, TTY 711.**

## Is it a stroke?

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending on which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

### Symptoms.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- Numbness or weakness of the face, arm or leg.
- Confusion, trouble speaking or understanding.
- Vision changes in one or both eyes.
- Trouble walking or staying balanced.
- Severe headache.
- Drowsiness.
- Nausea or vomiting.

### Signs.

To determine if someone may be having a stroke, think FAST. Thinking FAST will help you identify a stroke and take action. It stands for:

- **F** – Face drooping.
- **A** – Arm weakness.
- **S** – Speech difficulties.
- **T** – Time to call **911**.



**Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

# Know your numbers.

## It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. 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.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.



**See your doctor.** If lifestyle changes are not enough to keep your blood pressure down, 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.



## Charting health.

### Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

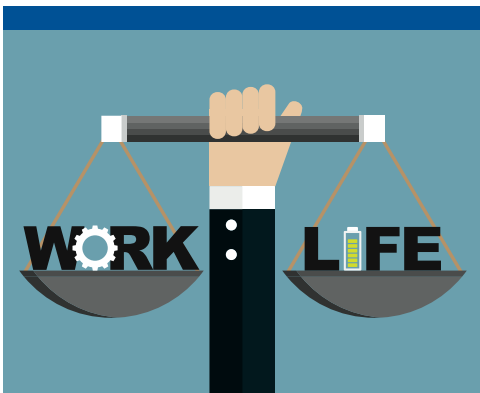
At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.



**Time for a checkup?** We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-800-895-2017, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app.



## On My Way.

UnitedHealthcare On My Way (OMW™) is a free online resource. It helps young people deal with real-world situations that can affect their future.

Through UnitedHealthcare OMW, you can learn about:

- **Money** — Create a budget and learn how to save money and do taxes.
- **Housing** — Understand and compare affordable housing options.
- **Work** — Create a resume and get interview tips.
- **Education** — Decide what to do after high school.
- **Health** — Learn important health information and get answers to common health questions.
- **Transportation** — Find out how to get around.

UnitedHealthcare OMW can help with managing bank accounts, finding housing, creating a resume, getting job training, applying for college and more.



### Sign up today.

Visit [uhcOMW.com](https://www.uhc.com/omw).

To learn more, search for UnitedHealthcare OMW on YouTube and watch our video.



# Getting the right care.

## Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

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.

For general health questions, call our toll-free NurseLine<sup>SM</sup> at **1-800-542-8630, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



**We're here for you.** From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-800-895-2017, TTY 711**.

**UnitedHealthcare Community Plan of Ohio, Inc. does not discriminate because of sex, age, race, color, disability or national origin.**

If you believe that we have failed to provide these services or discriminated in another way on the basis of sex, age, race, color, disability or national origin, you can send a complaint to the Civil Rights Coordinator.

- **Online:** UHC\_Civil\_Rights@uhc.com
- **Mail:** Civil Rights Coordinator. UnitedHealthcare Civil Rights Grievance. P.O. Box 30608, Salt Lake City, UT 84130

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again. If you need help with your complaint, please call 1-800-895-2017 (TTY 711) from 7 a.m. to 7 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

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, 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

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 1-800-895-2017 (TTY 711) from 7 a.m. to 7 p.m. Monday through Friday (voicemail available 24 hours a day/7 days a week).

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ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 1-800-895-2017, TTY 711.

ATENCIÓN: si habla **español (Spanish)**, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-895-2017, TTY 711.

注意：如果您說**中文 (Chinese)**，您可獲得免費語言協助服務。請致電 1-800-895-2017，或聽障專線 (TTY) 711。

LƯU Ý: Nếu quý vị nói Tiếng **Việt (Vietnamese)**, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số 1-800-895-2017, TTY 711.

참고: **한국어(Korean)**를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 1-800-895-2017, TTY 711 로 전화하십시오.

ATENSYON: Kung nagsasalita ka ng **Tagalog (Tagalog)**, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa 1-800-895-2017, TTY 711.

ВНИМАНИЕ: Если вы говорите по-**русском (Russian)**, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-800-895-2017, TTY 711.

تنبيه: إذا كنت تتحدث **العربية (Arabic)**، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-895-2017، الهاتف النصي 711.

ATANSYON: Si w pale **Kreyòl ayisyen (Haitian Creole)**, ou kapab benefisye sèvis ki gratis pou ede w nan lang pa w. Tanpri rele nan 1-800-895-2017, TTY 711.

ATTENTION : Si vous parlez **français (French)**, vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-800-895-2017, TTY 711.

UWAGA: Jeżeli mówisz po **polsku (Polish)**, udostępniłmy darmowe usługi tłumacza. Prosimy zadzwonić pod numer 1-800-895-2017, TTY 711.

ATENÇÃO: Se fala **português (Portuguese)**, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-895-2017, TTY 711.

ATTENZIONE: se parla **italiano (Italian)**, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero 1-800-895-2017, TTY 711.

HINWEIS: Wenn Sie **Deutsch (German)** sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: 1-800-895-2017, TTY 711.

ご注意: **日本語 (Japanese)** をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号1-800-895-2017、またはTTY 711 (聴覚障害者・難聴者の方用)までご連絡ください。

توجه: اگر زبان شما **فارسی (Farsi)** است، خدمات امداد زبانی به طور رایگان در اختیار شما می باشد. 1-800-895-2017 تماس بگیرید، TTY 711.

ध्यान दें: यदि आप **हिन्दी (Hindi)** भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए नि:शुल्क उपलब्ध हैं। कॉल करें 1-800-895-2017, TTY 711.

CEEB TOOM: Yog koj hais Lus **Hmoob (Hmong)**, muaj kev pab txhais lus pub dawb rau koj. Thov hu rau 1-800-895-2017, TTY 711.

ចំណាប់អារម្មណ៍: បើសិនអ្នកនិយាយ**ភាសាខ្មែរ (Khmer)** សេវាជំនួយភាសាដោយឥតគិតថ្លៃ គឺមានសំរាប់អ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-895-2017។ TTY 711។

PAKDAAR: Nu saritaem ti **Ilocano (Ilocano)**, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kaniam. Maidawat nga awagan iti 1-800-895-2017, TTY 711.

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné (Navajo)** Bizaad, saad bee áká'ánída'áwo'déé', t'áá jiik'eh, éí ná hóló, koji' hódíłnih 1-800-895-2017, TTY 711.

OGOW: Haddii aad ku hadasho **Soomaali (Somali)**, adeegyada taageerada luqadda, oo bilaash ah, ayaad heli kartaa. Fadlan wac 1-800-895-2017, TTY 711.

ध्यान दिनुहोस्: यदि तपाईं **नेपाली (Nepali)** भाषा बोल्नुहुन्छ भने तपाईंको लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। कृपया 1-800-895-2017, TTY 711, मा फोन गर्नुहोस्।

XIYYEEFFANNOO: Afaan **Kushaitii (Cushite)** dubbattu yoo ta'e, tajaajilli gargaarsa afaanii, kanfaltii malee isiniif ni argama. Maaloo lak. 1-800-895-2017 n TTY 711 n bilbila'a.

LET OP: Als u **Nederlands (Dutch)** spreekt, kunt u gratis gebruikmaken van taalhulpdiensten. Bel 1-800-895-2017, TTY 711.

WICHTIG: Wann du **Deitsch schwetzscht (Pennsylvania Dutch)** un Hilf witt mit Englisch, kenne mer dich helfe, unni as es dich ennich ebbes koschte zellt. Ruf 1-800-895-2017, TTY 711 aa.

ATENȚIE: Dacă vorbiți limba **română (Romanian)**, aveți la dispoziție servicii de asistență lingvistică gratuite. Sunați la 1-800-895-2017, TTY 711.

УВАГА: Якщо ви не говорите **українською (Ukrainian)** мовою, ви можете скористатися безкоштовними послугами перекладача. Телефонуйте за номером 1-800-895-2017, TTY 711.

သတိမူရန် - အကယ်၍ သင်သည် **မြန်မာ (Burmese)** စကားပြောလျှင်၊ ဘာသာစကားဆိုင်ရာ ပံ့ပိုးထောက်ပံ့မှု ဝန်ဆောင်မှုများကို သင် အခမဲ့ ရရှိနိုင်မည်ဖြစ်သည်။ ကျေးဇူးပြုပြီး 1-800-895-2017, TTY 711 သို့ ခေါ်ဆိုပါ။