



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Did you know?

About half of all adults get enough aerobic exercise. Only 20 percent also get enough strength-building exercise.



Breathe deeply

Understanding asthma medication

There are many different medications for asthma. The doctor will prescribe the right ones for you. In general, there are two types of asthma medications.



Long-term medications: Some drugs are taken every day. These long-term medications keep asthma under control. They can be taken orally or inhaled. They may take a while to start working. Not everyone with asthma needs long-term medications.

Rescue medications: Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms, such as wheezing. The rescue medications should be with you all the time, just in case they are needed.



Have a plan. Take your asthma medications the way the doctor says you should. You should have a written asthma action plan to help you know what to take and when.

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UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

Your best shot

You can prevent two common diseases.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your doctor about the following vaccines:

Shingles

Shingles is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems. The shingles vaccine is recommended for adults aged 60 and older. Even though you may have had shingles or chickenpox in the past, you should get the vaccine. People with weakened immune systems should not get the vaccine.

Pneumococcal disease

Pneumococcal disease can result in severe infections. These include some types of pneumonia (a lung infection) and meningitis (a brain infection). The pneumococcal vaccine is recommended for all adults aged 65 and older. Younger adults who smoke or have asthma should also get the vaccine. It's also important for people with certain health problems to receive the vaccine.



Don't forget the flu. Adults also need a flu shot every year. The best time to get one is in the early fall.



You have the power

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it, but you have the power to prevent it. Here are six ways to a healthy heart.

- 1. Eat right.** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. Be active.** Aim for at least 30 minutes of moderate activity most days.
- 3. Don't smoke.** Also avoid other forms of tobacco and secondhand smoke.
- 4. Know your numbers.** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. Watch your weight.** Maintain the right weight for your height.
- 6. Limit stress.** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.



The right care

How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial incentives.

Members and doctors have the right to appeal denials. The denial letter sent by UnitedHealthcare Community Plan will tell you how to appeal. The appeal request must be submitted to UnitedHealthcare Community Plan within 90 days of the denial.



Questions? You can talk to our UM staff. Just call **1-800-941-4647 (TTY 711)**, toll-free.

Your partner in health

Your primary care provider (PCP) is the person you turn to when you are sick. He or she provides or coordinates your health care. But your PCP also wants to see you when you are well. Well visits help you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests;
- needed immunizations;
- checking on chronic conditions;
- monitoring medications you take;
- coordinating care given by any specialists you see;
- counseling about a healthy lifestyle; and
- discussions about mental health, substance use, safety and other topics.

When you see your PCP, tell him or her about:

- any medications or supplements you take;
- any other providers you see, such as specialists or alternative providers;
- any tests or treatments you have had; and
- any mental health or substance abuse treatment you get.

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



See your PCP. You should feel comfortable with your PCP. If you are not, choose a new one. Visit

myuhc.com/CommunityPlan, use the Health4Me app, or call Member Services toll-free at **1-800-941-4647 (TTY 711)**.



Health4Me

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider;
- call Nurseline;
- view your ID card;
- read your Member Handbook;
- get help and support in your community;
- learn about your benefits; and
- contact Member Services.



Download it today. Do you use a tablet or smartphone? Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.



A silent disease

As you get older, your risk for breaking bones rises. Many older people, especially women, have osteoporosis. It makes bones weak. Weak bones are more likely to break.

Many people have osteoporosis but don't know it. They might not find out until they break a bone. There is a test for osteoporosis. It's called a bone mineral density test. It's quick and painless. If the test shows you have osteoporosis, there are things you can do to slow bone loss:

- **Get plenty of calcium and vitamin D.** These are found in dairy products, some green vegetables and vitamin supplements.
- **Exercise.** Weight-bearing exercises like walking help make bones stronger.
- **Do not smoke.**
- **Take medications** if your doctor recommends them.



Crush cancer

Are you due for a screening?

Cancer screenings can help diagnose common cancers early. When diagnosed early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, recommendations are:

What: Mammography

Why: To diagnose breast cancer early

When: Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40–75 should have a mammogram every year or follow their doctor's recommendations. Clinical breast exams are recommended every three years for women in their 20s and 30s.

What: Colonoscopy

Why: To diagnose or prevent colorectal cancer

When: Colonoscopy for men and women every eight to 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

What: Pap and HPV screening

Why: To diagnose or prevent cervical cancer

When: Pap screening for women every three years beginning at age 20. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



Are you at risk? Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.

Prostate problems

Prostate problems are common in men over 50 years of age. Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men. When diagnosed early, it is very curable. That is why it is so important for men over 50 to have a prostate exam and to discuss PSA screening with their doctor.

African-American men and men whose father, brother or son had prostate cancer should consider getting tested starting at age 40. Ask your doctor if prostate cancer screening is right for you.



Take charge. Talk to your doctor about your prostate cancer risk factors. Ask when you should get checked.

Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better if you:



- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year if directed by your doctor.** Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.

If you have COPD, it's important to take your medications as directed. You may need inhalers and pills. You might have to use supplemental oxygen. Work with your provider to make sure you understand what to take, how to take it, and when to take it.



We can help. UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call **1-800-941-4647 (TTY 711)** to find out more.



Antibiotics are not always the answer

Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed.

Most illnesses — in adults and children — are not caused by bacteria. Antibiotics do not help with these illnesses. Only time will make them better. This includes colds and flu, which are caused by viruses. Most ear infections, upper respiratory infections (URIs) after colds, bronchitis and sinus infections are also caused by viruses.



By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health plan. It explains:

- the benefits and services you have;
- the benefits and services you don't have (exclusions);
- how to find network providers;
- how your prescription drug benefits work;
- what to do if you need care when you are out of town;
- when and how you can get care from an out-of-network provider;
- your member rights and responsibilities;
- our privacy policy;
- if, when and how you may need to submit a claim;
- where, when and how to get primary, after-hours, behavioral health, specialty, dental, vision, hospital and emergency care;
- how to voice a complaint or appeal a coverage decision;
- how to request an interpreter or get other help with language or translation;
- how the health plan decides if new treatments or technologies are covered; and
- how to report fraud and abuse.



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-800-941-4647 (TTY 711)** to request a copy of the handbook.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-941-4647 (TTY 711)

Our website and app Find a provider or read your Member Handbook, wherever you are.

**myuhc.com/CommunityPlan
Health4Me**

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)
(TTY 711)**

