



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

## Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Provides tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on avoiding lead poisoning



**Check it out.** Find helpful information and fun activities. Visit [sesamestreet.org/healthyhabits](http://sesamestreet.org/healthyhabits).



Partners in Healthy Habits for Life

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United Health Group

UnitedHealthcare Community Plan  
9200 Worthington Rd., 3rd floor  
Westerville, OH 43082



## 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 65,000 network pharmacies nationwide. 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.



**Look here.** Visit our member portal at [MyUHC.com/CommunityPlan](https://MyUHC.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-800-895-2017 (TTY 711)**.

# Your privacy

## How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

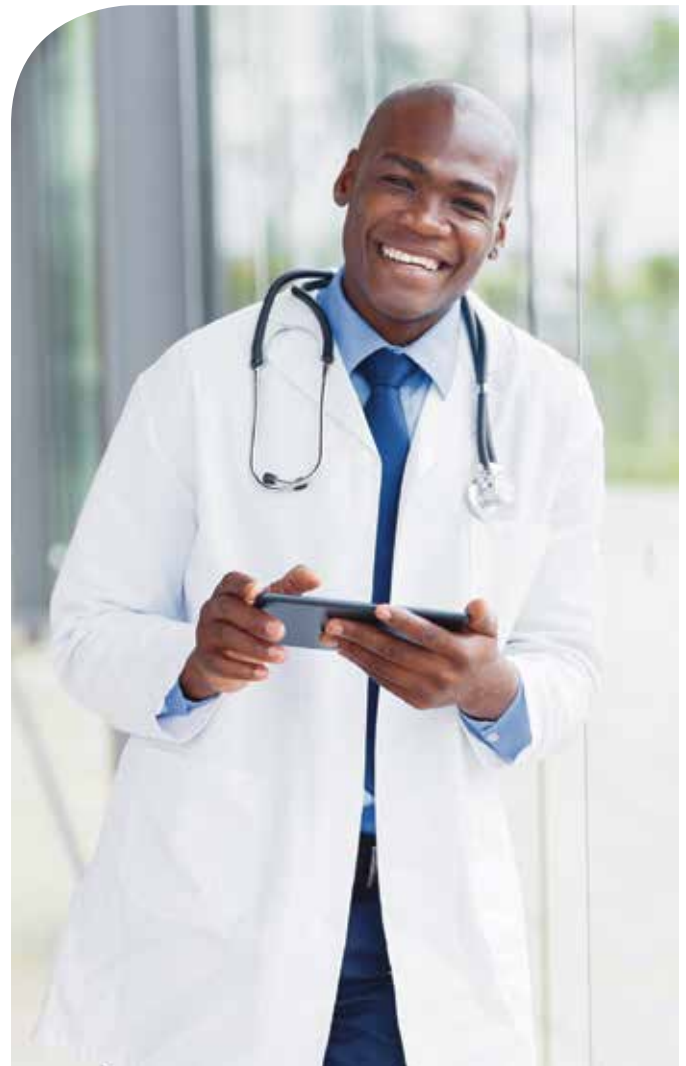
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [MyUHC.com/CommunityPlan](https://MyUHC.com/CommunityPlan). You may also call Member Services toll-free at **1-800-895-2017 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



# Know your options

## How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

### WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

### WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

### WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

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. If you go for a minor problem, you may have to wait a long time.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-800-542-8630 (TTY 711)**.

## Ask Dr. Health E. Hound

**Q:** How can I help my child feel better when he has a cold?

**A:** With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



**Learn more.** Is it a cold or the flu? Can the weather affect my child's asthma? Visit **KidsHealth.org** for answers to these and many other health-related questions.



## HOW CAN WE HELP YOU?

Do you need extra help? Maybe you can't afford healthy food, or you need help with your utilities, or even legal help. MyAdvocate can help. MyAdvocate connects you with programs to help you save money and improve your overall health and wellness.



**Help is here.** Call MyAdvocate at **1-855-759-5342 (TTY 711)** Monday through Friday from 9 a.m.–6 p.m. Or visit **MyAdvocateHelps.com**.



## Expecting a baby?

Sign up for FREE text messages on prenatal care, baby health, parenting and more! Text4baby provides important health and safety tips timed to your baby's age up until baby's first birthday. Enroll online at **UHCCommunityPlan.com/OH/text4babies**.



## Hot stuff

### Help to stay warm this winter

Need extra help with your heating bill? The Home Energy Assistance Program (HEAP) is a federally funded program administered by the Ohio Development Services Agency's Office of Community Assistance (OCA). It is designed to help eligible low-income Ohioans meet the high costs of home heating.



**Apply today.** HEAP provides a one-time assistance payment. To apply, contact HEAP toll free at **1-800-282-0880**.



## BABY BASICS

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](http://MyUHC.com/CommunityPlan).

# Safe sleep

## 10 tips for reducing the risk of SIDS

1. Always place your baby on his or her back to sleep.
2. Use a firm sleep surface, such as a mattress in a safety-approved crib.
3. Keep the baby's sleep area in the same room where you sleep.
4. Keep soft objects such as toys, crib bumpers and loose bedding out of your baby's sleep area.
5. Get regular health care during pregnancy. Do not smoke, drink alcohol or use illegal drugs during pregnancy or after the baby is born.
6. Breastfeed your baby.
7. Give your baby a dry pacifier that is not attached to a string for naps and at night.
8. Do not let your baby get too hot during sleep.
9. Follow your health care provider's guidance on your baby's vaccines and checkups.
10. Give your baby plenty of tummy time when he or she is awake and when someone is watching.



## Resource corner

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

**1-800-895-2017 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-800-542-8630 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.

**@UHC PregnantCare**

**@UHC Embarazada**

**bit.ly/uhc-pregnancy**

**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)**

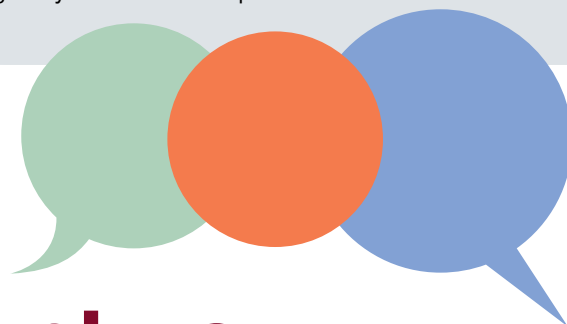
**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**



## 5 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected vaginal, oral or anal 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.



## Want us to share?

### How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



**Find it here.** The form is available at **MyUHC.com/CommunityPlan**. You can also call Member Services at **1-800-895-2017 (TTY 711)** to ask us to mail or email you a copy of the form.