



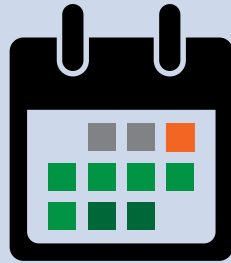
THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



DID YOU KNOW?

People with the flu are contagious one day before symptoms begin. They keep spreading the flu for five to seven days after they get sick.



Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

New York, NY 10268

P.O. Box 1037

UnitedHealthcare Community Plan

PRSRST STD U.S. Postage
PAID
United Health Group

Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.
- pap smears.
- breast cancer screenings.
- cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-800-493-4647 (TTY 711)**.

You have the power

6 ways to prevent heart disease

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.





Talk about tobacco

Stop smoking before it starts.

The health risks of smoking are well known. Yet kids are still picking up the habit. Talk to your children about smoking. Set clear rules. You can help keep them from starting. Here are some facts from the Centers for Disease Control and Prevention:

- Nine out of 10 adults who smoke started before they were 18.
- Every day about 2,100 kids become regular smokers.
- 6.7 percent of middle school students use tobacco. So do 23.3 percent of high school students.
- Between 2011 and 2012, use of electronic cigarettes by youth doubled.
- 5.6 million of today's young smokers will one day die from smoking.



Set a good example. Do you smoke? The Great American Smokeout might be a good day for you to quit. This year's date is Nov. 20. Get support from your local Quitline at **1-866-NY-QUITS (1-866-697-8487)** or online at **NYSmokeFree.com**.

Ask Dr. Health E. Hound

Q: When should I start reading to my baby?

A: The American Academy of Pediatrics says parents should start reading to their babies at birth. Early reading helps babies' brains develop. It teaches babies about language, even before they can speak. It helps babies bond with their parents. It also prepares them to do well in school.

In fact, at your next well-child visit, your child's provider may talk to you about reading. He or she may even give you a book that's right for your child's age. Fill your home with books. Read to your child every day.



Preteen vaccines

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.



It's your best shot.

Learn more about vaccines for every member of your family at **CDC.gov/vaccines**.

Get tested

Life goes on with HIV.

HIV is the virus that causes AIDS. It is spread through blood, semen and other body fluids. Certain people are at higher risk for getting HIV. Having unprotected sex with multiple partners raises your risk. So does injecting illegal drugs.

There is no cure for HIV. But drug therapy is helping infected people live longer, healthier lives. It can also keep pregnant women from passing the virus to their babies. This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.



Know where to go. Ask your primary care provider if you should be tested. Or, find a testing location near you at [HIVtest.cdc.gov](https://www.hivtest.cdc.gov).



TB is still common

Tuberculosis (TB) is a chronic bacterial infection. It is spread through the air. Most of the time, the disease affects the lungs. But it can also affect other parts of the body. If not treated, it can be fatal.

Some people are infected with TB but don't have any symptoms. They are not contagious. This is called latent TB. When people are infected with TB and have symptoms like coughing, the disease is called active TB. Active TB is very contagious.

- **HAVE YOU BEEN EXPOSED TO TB?** Talk to your doctor about getting tested. You can get a skin test and a chest X-ray.
- **DO YOU HAVE LATENT TB?** You can take medicine to prevent it from becoming active TB.
- **DO YOU HAVE ACTIVE TB?** You need to take an antibiotic to kill the bacteria. It is important to keep taking the medicine for as long as your doctor tells you to.



Need a doctor? Your primary care provider (PCP) can test you for TB. If you need to find a PCP, visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan). Or call Member Services at **1-800-493-4647 (TTY 711)**.



Fraud and abuse

If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.
- not being truthful about your health, where you live or your income.

FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given.
- billing twice for the same service.
- ordering tests or services you don't need.

TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call Member Services at **1-800-493-4647 (TTY 711)**.
- Or report fraud to the State of New York by calling **1-877-873-7283 (TTY 711)**.



OK your EOB. We may send you an explanation of benefits (EOB). It lists the health care services you had. If you get an EOB, read it. If you did not receive a service in the EOB, call Member Services at **1-800-493-4647 (TTY 711)**.

Back to school

Is your child having trouble in class?

Sometimes, a teacher is the first to notice the signs of ADHD in a child. ADHD stands for attention-deficit/hyperactivity disorder. The child may be having trouble learning. He or she may be disrupting the class.

There are many different signs of ADHD. All children sometimes have some of them. But children with ADHD have several symptoms most of the time. Their symptoms are more severe than in other children. Symptoms last for at least six months. They include:

- easily distracted
- trouble focusing or following directions
- not listening
- a hard time finishing tasks
- often losing or forgetting things
- trouble sitting still
- talking too much



What next? If your child's teacher thinks there may be a problem, the first step is to take your child to his or her primary care provider (PCP). The PCP may evaluate your child or send you to a specialist. Need to find a provider? Visit MyUHC.com/CommunityPlan.





Know the signs

Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy



Get checked. Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit MyUHC.com/CommunityPlan.

Resource corner

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

1-800-493-4647 (TTY 711)

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

@UHCpregnantCare

@UHCEmbarazada

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).

1-866-NY-QUITS (1-866-697-8487)

NYSmokeFree.com



The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: immediately
- Urgent PCP visit: within 24 hours
- Sick or follow-up PCP visit: within 48–72 hours, as clinically indicated
- Preventive PCP visit: within 4 weeks



Need help? If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-493-4647 (TTY 711)**.