



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



WE'VE GONE DIGITAL

You can find Member Handbooks online at **UHCommunityPlan.com/RI**. If you would like a print copy of the Member Handbook, please request one through Member Services at **1-800-587-5187 (TTY 711)**.



A new you

How to stick with your New Year's health resolutions

The new year is a great time to make positive changes. Popular new year's resolutions are losing weight, exercising and quitting smoking. But by mid-January, most people have trouble sticking with their resolutions. Here are four ways to make lifestyle changes stick:

- 1. MAKE A PLAN:** Break your goal down into small steps that are easier to achieve.
- 2. START RIGHT AWAY:** It's never too late to begin. But it's best to start while you are still feeling motivated.
- 3. WRITE IT DOWN:** Use a calendar, a journal, or even sticky notes.
- 4. THINK LONG-TERM:** You can make resolutions in one day, but it takes a long time to keep them.





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.

You can fill your prescription at any in-network pharmacy in Rhode Island.

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 website at **UHC CommunityPlan.com** to learn about your drug benefits. Or, call Member Services toll-free at **1-800-587-5187 (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.

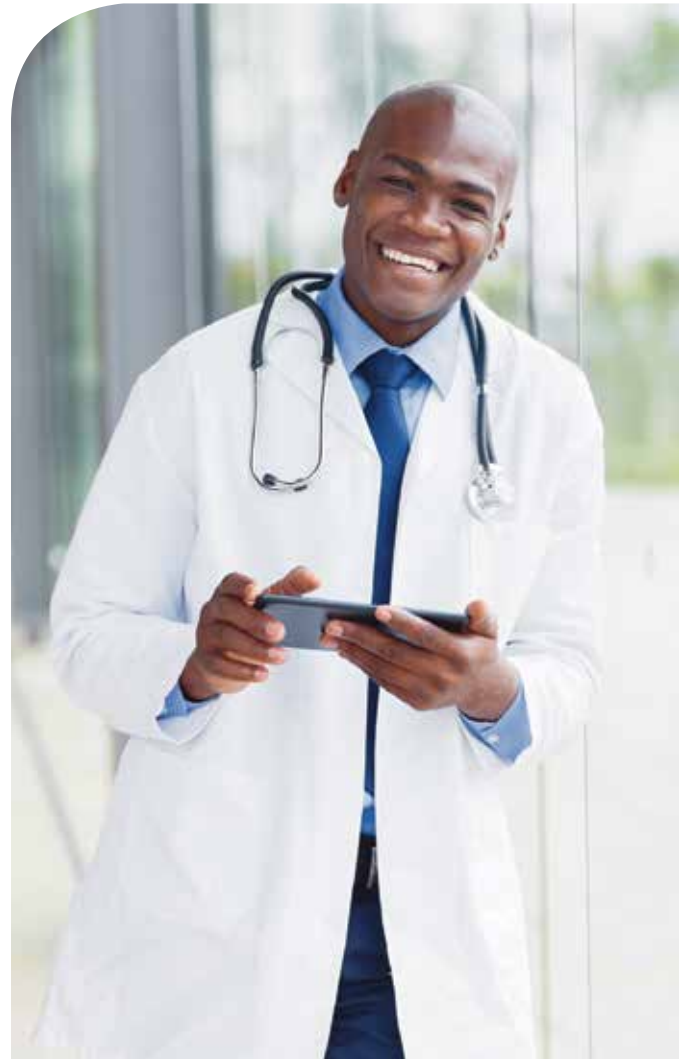
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

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 **UHCCommunityPlan.com**. You may also call Member Services toll-free at **1-800-587-5187 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





MYUHC.COM

MyUHC.com is UnitedHealthcare Community Plan's new member portal. At this secure site, you can print your ID card, find a provider, take a health assessment, learn about your benefits, and more. Register for MyUHC.com today and start getting more from your benefits. It's quick and easy:

1. Go to **MyUHC.com/CommunityPlan**.
2. Click on Register Now. You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.

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.



Is it urgent? To find an urgent care center near you, call Member Services toll-free at **1-800-587-5187 (TTY 711)**.

What's cooking?

Try this hearty Mexican soup recipe.

INGREDIENTS

- 1 onion (small, chopped)
- 4 cloves garlic (minced)
- 1 12-ounce can low-sodium diced tomatoes (drained and rinsed)
- 2 15-ounce cans low-sodium black beans (drained and rinsed)
- 1 cup frozen or fresh corn
- 2 large potatoes (peeled and diced)
- 4 cups water
- ½ cup fresh cilantro (chopped)
- ½ lime (squeezed)
- 1 pinch cumin

DIRECTIONS

In a large pot, cook onion, garlic and tomatoes on medium-high heat for 3 minutes, stirring often. Add beans, corn, potatoes and water. Bring to a boil, then reduce to a low-medium heat. Cover and continue to cook slowly for 20 minutes. Add lime and cumin. Stir and continue to cook for 10 minutes. Serve warm, with cilantro sprinkled on top. Serves 4.



Keep warm. Check out [usda.gov/whats cooking](https://www.usda.gov/whats-cooking) for more quick, delicious and healthy recipes this winter season!



BRIGHT EYES

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



How can we help? UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-800-587-5187 (TTY 711)** to find out if you can join.



Quit for baby

It's time to quit smoking.

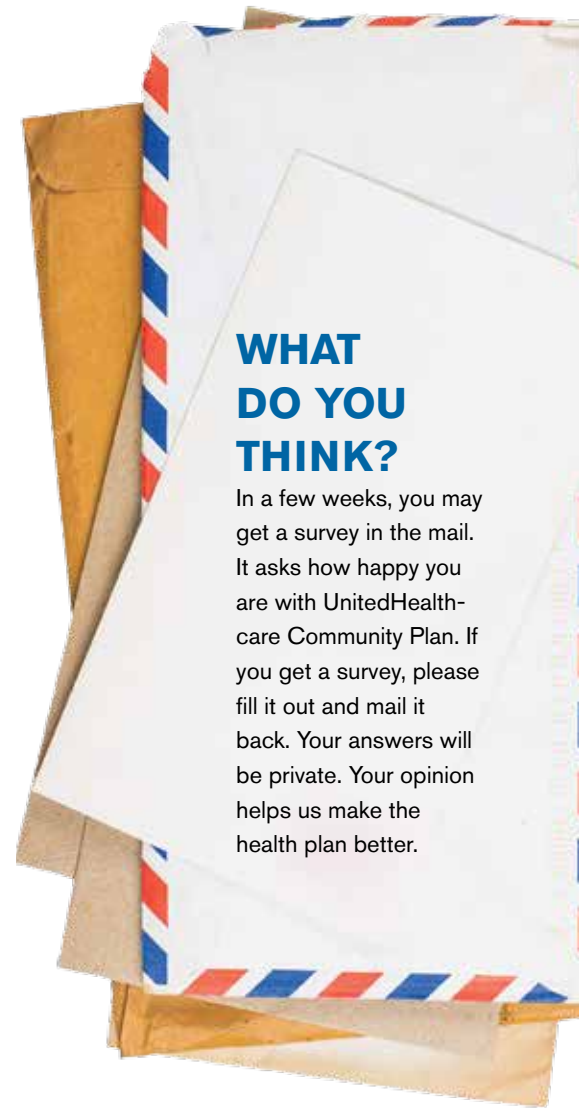
Are you pregnant? Thinking about getting pregnant? If you smoke, you need to quit — for you and your baby. When you are pregnant, smoking increases the chances of:

- complications of pregnancy.
- low birthweight.
- stillbirth or premature birth.
- certain birth defects.

After the baby is born, being around cigarette smoke can cause other problems. Sudden infant death syndrome (SIDS), asthma, pneumonia and ear infections are more common in babies who live with smokers.



Do you smoke? Talk to your doctor before you get pregnant. Your doctor can help you make a plan to quit. Ask smokers in your household to join you in quitting.



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.

Resource corner

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

1-800-587-5187 (TTY 711)

Our website Use our Find a Doctor application or read our Member Handbook.

UHCCommunityPlan.com

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

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

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

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

LogistiCare Get help with transportation to and from your medical appointments.

1-855-330-9131

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)

Optum Behavioral Health Services Learn about and access your behavioral health benefits.

1-800-435-7486

LiveandWorkWell.com

Flu Q&A

Q: What is a flu shot?

A: The flu shot is a vaccine given with a needle, usually in the arm. It is also available as a nasal spray. The seasonal flu shot protects against the three or four influenza viruses that may be most common during this season.

Q: Who should get vaccinated?

A: Flu shots are recommended for people aged 6 months and up with rare exception. They are safe for pregnant women and people with chronic health conditions. Ask your provider about them.

Q: What should I do to prepare for this flu season?

A: The Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccine for everyone 6 months of age and older. The flu vaccine becomes available in the fall. But it's not too late to get one now.

You can also take everyday preventive measures. These include staying away from sick people and washing your hands to reduce the spread of germs. If you are sick with the flu, stay home from work or school to prevent spreading the flu to others.



Learn more. For more information on the flu and how to stay protected this flu season, visit cdc.gov.



Everyday activity ideas

You can show your child that moving is something the whole family can do together. When you share your excitement, your child will be more eager to join in, too! Staying active is easier than you think. Check out the tips below for fun, simple ways to include more movement into your family's day.

- **READY, SET, STRETCH!** Get a healthy start doing fun stretches together in the morning.
- **HAVE FUN GOING PLACE TO PLACE.** Instead of walking to the store, encourage your child to jump like a frog or hop like a bunny.
- **TOSS THE TRASH.** Make a ball out of a crumpled page of an old magazine. Encourage your child to throw the ball as far as he can, and run to get the ball.
- **MOVE AND GROOVE TOGETHER.** An easy way to get moving is to turn up the music and dance!



What's next? Check out sesamestreet.org/healthyhabits for more tips, videos and tools to help keep your child active.



Partners in Healthy Habits for Life

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