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HealthTALK

WINTER 2020 | ¡VOLTEE PARA ESPAÑOL!



Did you know?

According to the Centers for Disease Control and Prevention, more than 1 million people in the United States had HIV at the end of 2016. Of those people, about 14 percent did not know they had it.



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A healthy start.

Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).



All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.

Your PCP is your partner in health. An annual well visit gives you the chance to talk to them about what's important to you. Tell them about any health concerns you have. Ask questions. Together, you can make a plan and take charge of your health.



Need a new PCP? We can help you find a provider who is a good fit for you. Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-877-542-9238, TTY 711**.

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Beyond the winter blues.

Self-care for Seasonal Affective Disorder.

Seasonal Affective Disorder (SAD) is a form of depression. People get SAD mostly during the cold, dark winter months. Symptoms include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Even moving your body in short bursts throughout the day can be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows if possible.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



Are you SAD? If your symptoms don't improve with self-care, talk to your provider. You may benefit from talk therapy or antidepressants. For information on using your behavioral health care benefits, call Member Services toll-free at **1-877-542-9238, TTY 711**. Or visit **LiveandWorkWell.com**.

Coping with COPD.

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. COPD makes it hard to breathe. It is the third leading cause of death in the United States.

Lifestyle changes can help you cope with COPD. You may feel better more of the time 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.** Ask your doctor if you should also get the pneumonia shot.
4. **Stay away from germs.** Wash your hands often.
5. **Maintain a healthy weight.** Eat a balanced diet and stay active.





Abuse of power.

Elder abuse is the mistreatment of an elderly person. Disabled people may also suffer the same kind of abuse. Abuse can be physical, emotional or sexual. It can also involve neglect or abandonment. Some abusers steal from their victims. It can happen at home or at a care facility. An abuser can be a loved one or someone who is paid to provide care for the victim.

If you care for an elderly or disabled person, be aware of the signs of abuse. They include:

- Bruises or other injuries.
- Change in emotional state.
- Sudden change in financial situation.
- Bedsores, weight loss or poor hygiene.



Get help. If you or a loved one is being abused, report it. Help is available. Call the national Eldercare Locator at **1-800-677-1116, TTY 711**. Or learn more about elder abuse at **ncea.acl.gov**.

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Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit **myuhc.com/CommunityPlan** or call Member Services toll-free at **1-877-542-9238, TTY 711**.



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Prostate problems.

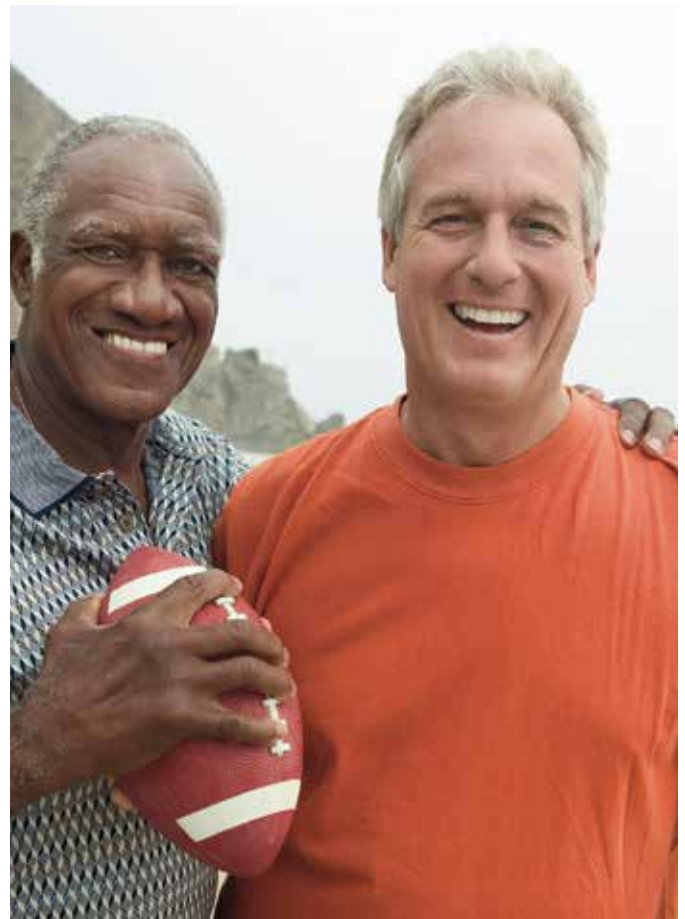
An important screening for men.

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, prostate cancer can usually be cured. 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.



Get screened. If you have a family history of prostate cancer, talk to your doctor about making a screening plan. Need to find a doctor? We can help. Call Member Services toll-free at **1-877-542-9238, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan**.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-9238, TTY 711

Our website: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-855-575-0136, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
quitnow.net
1-800-227-2345, TTY 711

National Domestic Violence Hotline: Get support, resources and advice 24 hours a day, 7 days a week (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org

Want to receive information electronically?
Call Member Services and give us your email address (toll-free).
1-877-542-9238, TTY 711

UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability, sexual preference, gender preference or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability, sexual preference, gender preference or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

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 the toll-free member phone number listed on your health plan member ID card, TTY 711, 8 a.m. – 6 p.m., Monday – Friday.

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, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

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 the toll-free member phone number listed on your health plan member ID card, TTY 711, 8 a.m. – 6 p.m., Monday – Friday.