



THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Generics save money


Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check myuhc.com/CommunityPlan. Or call Member Services toll-free at the number on the back of your ID card.

Fight the flu

Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

 **Your best shot.** There is no cost for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me™** app to find a location near you.



Top quality

Our quality improvement results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year, one of our goals was to increase the number of members who had dental checkups. We sent members information about how important it is to have regular dental checkups. We found that in many areas, more of our members did go for dental checkups.

Another goal we had was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.



Get it all. Want more information on our Quality Improvement program? Call Member Services toll-free at the number on the back of your ID card.



Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



Check it out.

To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call us toll-free at the number on the back of your ID card.

Quitting time

Join The Great American Smokeout.

Did you know that 40 million Americans still smoke cigarettes? This is about 17 percent of adults. While cigarette smoking rates have fallen, more people are starting to smoke tobacco in other ways. Cigars, pipes, e-cigarettes, and hookahs are getting more popular.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting on The Great American Smokeout, a national event. This year the event falls on November 16.

Quitting smoking has immediate and long-term effects. It's not easy, but you can double or triple your chances of success with help. Counseling and/or medications work very well.



Let us help. Your benefits cover help quitting smoking. You can get medications and counseling. Call the NYS Quitline at **1-866-697-8487, TTY 711**, toll-free, to get help quitting.

Schedule your screening

Do you need a mammogram?

Breast cancer is one of the most common cancers in women. More than 250,000 women will be diagnosed with it this year. It is the second leading cause of cancer death in women. However, thanks to better screening and earlier treatment, the death rate has been falling over the past three decades. Today, there are more than 3 million breast cancer survivors in the U.S.

A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump. Other tests may also be used in some women. When caught early, breast cancer is often curable. Talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity, and lifestyle. Together, you and your provider can create the best screening schedule for you.



Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call Member Services toll-free at the number on the back of your ID card.



Resource corner

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

Medicaid/CHIP: 1-800-493-4647, TTY 711

Wellness4Me: 1-866-433-3413, TTY 711

Essential Plan: 1-866-265-1893, TTY 711

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

myuhc.com/CommunityPlan
Health4Me™

Healthy First Steps® Get support throughout your pregnancy.

1-800-599-5985, TTY 711

KidsHealth® Get reliable information on health topics for and about kids.

UHC.com/NYkids

Baby blues



Could it be postpartum depression?

After having a baby, a mother can go through a mixture of emotions. They may include stress, sadness, crying, loss of energy, and anxiety. These feelings are known as the baby blues. They begin a few days after delivery and can last up to two weeks. The baby blues are common and usually go away on their own.

For some mothers, the baby blues might turn into something more serious and longer-lasting known as postpartum depression. Postpartum depression happens in one out of seven women. It can make it hard for you to do your daily activities and prevent you from taking care of your baby. Symptoms include:

- Mood swings
- Trouble concentrating
- Feeling sad or overwhelmed
- Crying
- Appetite problems
- Anxiety
- Trouble sleeping
- Loss of interest in activities
- No interest in your baby
- Thoughts of hurting yourself or your baby

If you think you might be suffering from postpartum depression, don't face it alone. Early detection and treatment can make all the difference. That's why screening for postpartum depression is an important part of your postpartum visit. Contact your doctor if you are experiencing symptoms of postpartum depression.

On the move?

We want to make sure you receive important updates about your benefits. If you move or change your phone number, we need to know. But you will need to make this change either with the NY State of Health or your Local Department of Social Services (LDSS), depending on how you applied for the plan.

- To tell the state, call the Official Health Plan Marketplace at **1-855-355-5777** or make the change online at **nystateofhealth.ny.gov**.
- To tell your Local Department of Social Services, call or visit the office near you.

After you change your address or phone number with the state or LDSS, they will notify UnitedHealthcare Community Plan.

