



HealthTALK

SUMMER 2018



Did you know?

About 618 people in the United States are killed by extreme heat every year.

Heat-related illnesses happen when the body is not able to properly cool itself. Older adults, young children and people with chronic diseases are most at risk.

Source: Centers for Disease Control and Prevention

Toothache?

A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.



That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-888-887-9003, TTY 711.**

UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 800
Sugar Land, TX 77478

It's your choice.

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you.

You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives for medical care include:

- A living will explains what kind of treatment you want.
- A durable power of attorney lets someone else make decisions for you. You can also have a durable power of attorney for mental health care.



Write it down. Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available online. Give copies of the form to your providers and someone you trust. Keep one for yourself.



Breathe easy.

Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



We can help. We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-888-887-9003, TTY 711**, to learn more.

Prescribed an opioid?

3 questions to ask your doctor.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

- 1. Are there other options that can treat my pain?** Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.
- 2. What are my risks for addiction?** Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.
- 3. How does this medicine mix with other medicines I'm taking?** Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.



Need help? Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



Baby, don't smoke.

Are you pregnant? Thinking about getting pregnant? If you smoke, you need to quit — for you and your baby. Smoking exposes your baby to dangerous chemicals. It keeps your baby from getting enough oxygen. When you are pregnant, smoking increases the chances of:

- Complications of pregnancy.
- Stillbirth or premature birth.
- Low birthweight.
- 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.



Quitting time? Talk to your provider before you get pregnant. He or she can help you make a plan to quit. Ask smokers in your household to join you in quitting.





Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint in any language (toll-free).
1-888-887-9003, 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®

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-877-839-5407, TTY 711

Service Coordination: Get help for special needs (toll-free).
1-800-349-0550, TTY 711

Behavioral Health: Get mental health or substance use treatment (toll-free).
1-866-302-3996, TTY 711

MyHealthLineTM: Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.
1-888-887-9003, TTY 711

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

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

Crush cancer.

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography.

WHY: To catch breast cancer early.

WHEN: Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every two years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

WHAT: Colonoscopy.

WHY: To catch or prevent colorectal cancer.

WHEN: Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening.

WHY: To catch or prevent cervical cancer.

WHEN: Pap screening for women every three years between ages 21–29. Pap and HPV tests every five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Are you at risk? Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.





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

If you think you were treated unfairly because of your sex, age, race, color, disability 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 Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

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, large print materials, auxiliary aids and services, materials in alternate formats, at your request. Or, you can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-888-887-9003, TTY 711**, Monday through Friday, 8:00 a.m. to 8:00 p.m.

Spanish	Ofrecemos servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas o en letra grande. O bien, usted puede pedir un intérprete. Para pedir ayuda, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de ID.
Vietnamese	Chúng tôi cung cấp nhiều dịch vụ miễn phí để giúp quý vị liên lạc với chúng tôi. Thí dụ như thư viết bằng những ngôn ngữ khác hoặc in với khổ chữ lớn. Hoặc, quý vị cũng có thể yêu cầu được thông dịch viên giúp quý vị. Để được giúp đỡ, xin quý vị vui lòng gọi số điện thoại miễn phí dành cho hội viên ghi trên thẻ ID hội viên của quý vị.
Chinese	我們提供免費服務幫助您與我們溝通。例如，其他語言版本或大字體信函。或者，您可要求口譯員。如欲要求協助，請撥打會員卡上所列的免付費會員電話。
Korean	저희는 귀하가 의사소통을 할 수 있도록 도와드리기 위해 무료 서비스를 제공합니다. 예를 들면, 다른 언어 또는 대형 활자로 작성된 서신과 같은 것입니다. 또한 귀하는 통역사를 요청할 수 있습니다. 도움이 필요하신 경우, 귀하의 신분증 카드에 기재된 무료 회원 전화번호로 문의하십시오.
Arabic	نقدم لك خدمات مجانية لمساعدتك على التواصل معنا. مثل الخطابات باللغات الأخرى، أو الطباعة بأحرف كبيرة. أو يمكنك طلب مترجم فوري. لطلب المساعدة، برجاء الاتصال برقم الهاتف المجاني المُدرج على بطاقة هويتك.
Urdu	ہم سے بات چیت کے لئے ہم مفت میں خدمات دستیاب کراتے ہیں۔ جیسے دوسری زبانوں میں حروف یا بڑے پرنٹ، یا آپ مترجم کی خدمات حاصل کرسکتے ہیں۔ مدد طلب کرنے کے لئے برائے کرم آپ کے آئی ڈی میں درج شدہ ممبر کے ٹال فری نمبر پرکال کریں۔
Tagalog	Nagbibigay kami ng mga libheng serbisyo upang matulungan kang makipag-ugnayan sa amin. Gaya ng mga liham na nakasulat sa iba pang wika o sa malalaking titik. Maaari ka ring humiling ng tagasaling-wika. Upang humingi ng tulong, tumawag sa toll-free na numero ng telepono para sa miyembro na nakalista sa iyong ID card.

French	Nous proposons des services gratuits pour vous aider à communiquer avec nous, notamment des lettres dans d'autres langues ou en gros caractères. Vous pouvez aussi demander l'aide d'un interprète. Pour demander de l'aide, veuillez appeler le numéro de téléphone sans frais imprimé sur votre carte d'affilié.
Hindi	हमारे साथ संपर्क करने के लिए हम आपको मुफ्त सेवाएं उपलब्ध करवाते हैं। जैसे कि, दूसरी भाषाओं में पत्र या बड़े प्रिंट। या, आप एक व्याख्याकार के लिए निवेदन कर सकते हैं। मदद मांगने के लिए, कृपया अपने पहिचान-पत्र की सूची में दिए गए टोल फ्री सदस्य फोन नंबर पर कॉल करें।
Persian	ما خدمات رایگانی را برای به کمک به شما در برقراری ارتباط با ما ارائه می کنیم. از قبیل نامه ها به سایر زبان ها یا چاپ درشت. یا می توانید برای مترجم شفاهی درخواست کنید. جهت درخواست برای کمک و راهنمایی، لطفاً با شماره تلفن رایگانی که بر روی کارت شناسایی شما قید شده تماس بگیرید.
German	Um Ihnen die Kommunikation mit uns zu erleichtern, stellen wir Ihnen kostenlose Dienste zur Verfügung. Hierzu zählen u. a. Schreiben in anderen Sprachen oder Großdruck und die Möglichkeit, einen Dolmetscher anzufordern. Bitte wenden Sie sich für Unterstützung an die gebührenfreie Rufnummer auf Ihrem Mitgliedsausweis.
Gujarati	અમારી સાથે માહિતીનું આદાન પ્રદાન કરવા માટે તમને મદદ કરવા માટે અમે નિ:શુલ્ક સેવાઓ પૂરી પાડીએ છીએ. જેવી કે અન્ય ભાષાઓમાં પત્રો કે મોટું છાપકામ. અથવા તમે એક દુભાષિયાની માંગ કરી શકો છો. મદદ માંગવા માટે, તમારા આઈડી કાર્ડ ઉપર નોંધવામાં આવેલા સભ્ય ટોલ ફ્રી ફોન નંબર ને કોલ કરવા વિનંતી. તમારા આઈ ડી કાર્ડ ઉપર નોંધાયેલા ટોલ-ફ્રી સભ્ય ફોન નંબર ને કોલ કરવા વિનંતી.

Russian	Мы предоставляем бесплатные услуги перевода для того чтобы помочь вам свободно общаться с нами. Например, мы переводим письма на другие языки или предоставляем информацию, напечатанную крупным шрифтом. Либо вы можете подать запрос о предоставлении вам услуг устного переводчика. Для того чтобы обратиться за помощью, вам необходимо позвонить по бесплатному для участников номеру, указанному на вашей идентификационной карте.
Japanese	お客様のコミュニケーションをお手伝いする無料のサービスをご用意しています。これには他の言語や大きな文字での書簡などが含まれ、通訳もご利用いただけます。サービスやお手伝いをご希望の方は、IDカードに記載されているメンバー用フリーダイヤルにお電話ください。
Laotian	ພວກເຮົາມີການບໍລິການຊ່ວຍໃຫ້ທ່ານຕິດຕໍ່ກັບພວກເຮົາເຊັ່ນ, ຈົດ ຫມາຍໃນພາສາອື່ນຫຼືການພິມຂະໜາດໃຫຍ່ຫຼື, ທ່ານສາມາດຮ້ອງຂໍໃຫ້ມີນາຍພາສາ. ຂໍຄວາມຊ່ວຍເຫຼືອ, ກະລຸນາໂທຫາເບີໂທລະສັບຂອງສະມາຊິກໂທພຣີທີລະບຸໄວ້ໃນບັດປະ ຈໍາຕົວຂອງທ່ານ.