



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

More than 9 in 10 children have received the measles, mumps and rubella vaccine.



\*U.S. Centers for Disease Control and Prevention

## Your UHC

### Information at your fingertips

You can get important information about your health plan anytime at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). At this secure site, you can print your ID card, find a provider, take a health assessment, learn about your benefits, and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to [myuhc.com/CommunityPlan](http://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.



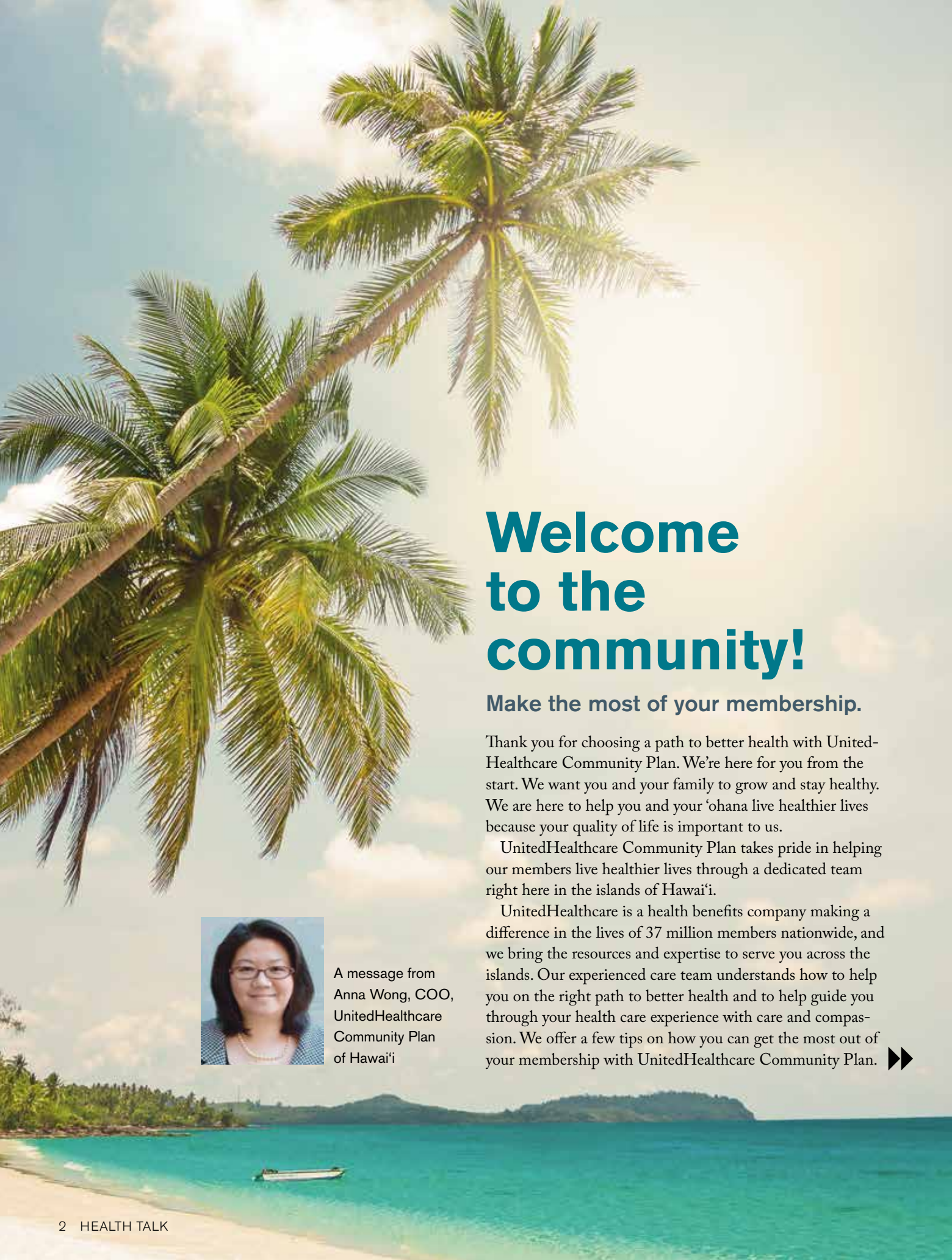
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UnitedHealthcare Community Plan

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# Welcome to the community!

**Make the most of your membership.**

Thank you for choosing a path to better health with UnitedHealthcare Community Plan. We're here for you from the start. We want you and your family to grow and stay healthy. We are here to help you and your 'ohana live healthier lives because your quality of life is important to us.

UnitedHealthcare Community Plan takes pride in helping our members live healthier lives through a dedicated team right here in the islands of Hawai'i.

UnitedHealthcare is a health benefits company making a difference in the lives of 37 million members nationwide, and we bring the resources and expertise to serve you across the islands. Our experienced care team understands how to help you on the right path to better health and to help guide you through your health care experience with care and compassion. We offer a few tips on how you can get the most out of your membership with UnitedHealthcare Community Plan. ►►



A message from Anna Wong, COO, UnitedHealthcare Community Plan of Hawai'i

## CHOOSE A PRIMARY CARE PROVIDER (PCP)

Within 10 days of receiving your new member welcome kit, you must choose a PCP. If you do not choose one, we will assign you a PCP. You can change your PCP at any time during the year by calling Member Services.

- **WHAT IS A PCP?** Your primary care provider is called a PCP. Some PCP offices will have nurse practitioners, nurse midwives and physician assistants to help with your health care needs. They provide care with the help of your PCP. If you have complex health care needs, a specialist can be your PCP. We can also help you find a specialist. Some PCPs are part of large group practices or Federally Qualified Health Centers (FQHC). Others may be smaller, independent practices.
- **WHY DO YOU NEED A PCP?** Your PCP is the best person to start taking care of your health. Your PCP sees you for regular checkups or when you are sick. PCPs provide preventive care in addition to directing you to the best place for some of your medical problems.

## MAKE AN APPOINTMENT WITH YOUR PCP

Some people think, “I don’t need to see a primary care doctor if I’m not sick,” or “Only children need checkups.” The truth is everyone needs a checkup and preventive screenings. Simple tests during a visit with your PCP can reveal health problems, such as high blood pressure or diabetes, that may go unnoticed, leading to more serious issues later in life. So, make an appointment with your PCP for your annual physical as soon as you can. Regular tests and checkups with your doctor can protect your health.

## KNOW WHAT IS COVERED

QUEST Integration with UnitedHealthcare Community Plan is a Medicaid managed care program that provides health care coverage to Medicaid-eligible Hawai’i residents. With UnitedHealthcare Community Plan, you will receive all of your regular Medicaid benefits. Understanding your benefits would prepare you in the event that you may need to use your benefits in unforeseen situations such as an accident.

## OTHER SERVICES AVAILABLE

In addition to your regular Medicaid benefits, UnitedHealthcare Community Plan offers a variety of services to help you manage your health. As our member, you can get:

- **MEMBER ORIENTATION AND WELCOME CALL.** Once you enroll, you will receive your member ID card and handbook in the mail. We will also welcome you with a phone call and invite you to attend a member orientation session.
- **24/7 NURSELINE AND ONLINE NURSE CHAT.** With our 24/7 NurseLine, you get answers and advice anytime — even in the middle of the night and on the weekends. Just call, or use our confidential online live Nurse Chat.
- **CUSTOMER SERVICE.** Our team is based right here in Hawai’i.
- **PRESCRIPTION HOME DELIVERY.** If you want, you can have your prescriptions delivered right to your home.
- **QUARTERLY NEWSLETTERS.** We’ll send you a quarterly newsletter with frequent updates and information, tips and advice for developing healthy habits.
- **WEBSITE.** If you have access to a computer and the internet, register your member account online by going to [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Our website provides information and tools for you to manage your health.

Thank you for choosing a path to better health with UnitedHealthcare Community Plan. We’re here for you from the start. We want you and your family to grow and stay healthy. We are here to help you and your ‘ohana live healthier lives because your quality of life is important to us.



**Know your benefits.** Your Member Handbook explains your benefits. Call Member Services toll-free at **1-888-980-8728** if you have any questions. Remember to ask about rules that may apply.

## WE’RE IN THE COMMUNITY



On April 18, UnitedHealthcare staff from West Hawai’i on the Big Island attended the 16th annual Waimea Healthy Keiki Fest to share health and nutrition information and activities with the keiki and their families.



The Maui Family YMCA Healthy Kids Day was held on April 25th and UnitedHealthcare staff was present to teach keiki about healthy fruits and vegetables and physical fitness activities.



**Snap.** See more event photos on page 7.



## We care for you

Members with special health care needs can get service coordination. Service coordination helps members get the services and care they need. Service coordinators work with the health plan, members' physicians and outside agencies. This service helps people who have:

- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get information to help them manage their condition. It helps people with conditions such as:

- diabetes
- asthma
- pregnancy



**Help is here.** Call Member Services toll-free at **1-888-980-8728 (TTY 711)**. Ask about programs that can help you.

# Partners in health

## You and your PCP

When you joined UnitedHealthcare Community Plan, you chose a primary care provider (PCP). If you did not choose one, a PCP was chosen for you. Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, choose a new one.

When you see your PCP, tell him or her about any prescription medication, vitamins or over-the-counter medication you take on a regular basis. Bring a written list with you.

It's important that your PCP knows about all your health care. Tell him or her about other providers you see, such as specialists. Include mental health or substance abuse care if you get it. Mention any medications or treatments other providers have prescribed for you. Ask other providers to send copies of any test results or findings to your PCP.



**Find Dr. Right.** You can change your PCP at any time. For a list of participating providers, visit **myuhc.com/Community Plan** or call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

## COST SHARING AND PRESCRIPTION MEDICATIONS

Members may have to share in the cost of health care services. This is based on Medicaid financial eligibility. Your State of Hawai'i Medicaid eligibility worker will figure the amount of your cost-share. They will let both of us know.

If you have a cost share, you must pay this to one of your providers every month. We will let you know if you pay this to one of your providers or to us.

Except for any cost-sharing amount you may have to pay, you do not pay anything for services covered by QUEST Integration. You only pay for services when they are not covered by QUEST Integration or when you get non-emergency services without following the UnitedHealthcare Community Plan rules for prior authorizations. In these cases, the provider must talk to you first about paying for services. You must agree in writing about the cost and how to pay. Even if you fail to pay for those services, you can still keep your QUEST Integration eligibility.

If you have Medicare, your Medicare Part D plan will cover most of your medications. You may have a Medicare Part D copayment for your medications. There are some medications that are not covered by Medicare Part D. UnitedHealthcare Community Plan QUEST Integration may cover these medications. Don't forget to bring your Medicare Part D and your QUEST Integration member cards.



### See your Handbook.

See your Member Handbook for details about your benefits and ways you may help pay for your healthcare. The Handbook is available online at **myuhc.com/Community Plan**. You can also have one mailed to you by calling Member Services toll-free at **1-888-980-8728 (TTY 711)**.

# Sweet heart

## The ABCs of heart disease with diabetes

People with diabetes are at high risk for heart disease. That's one reason why it's so important to keep diabetes under control. Watch your blood sugar. Exercise regularly. And remember the ABCs of heart disease and diabetes:

**A IS FOR A1C.** This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

**B IS FOR BLOOD PRESSURE.** Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.

**C IS FOR CHOLESTEROL.** Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 50 mg/dL for women and 40 mg/dL for men. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



**Check head to toe.** People with diabetes also need other tests to prevent complications. Ask your provider when you are due to get your eyes, kidneys and feet checked.



## Bring it down

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. MAINTAIN A HEALTHY WEIGHT.** Lose weight if your doctor says you should.
- 2. GET MOVING.** Aim for 30 minutes of moderate activity a day.
- 3. EAT WELL.** Eat more fruits, vegetables and lean proteins. Reduce saturated fat. Read labels on packaged foods.
- 4. REDUCE SODIUM.** Choose other spices to add flavor to foods. Limit processed and restaurant foods.
- 5. LIMIT ALCOHOL.** One drink a day for women or two for men is a moderate amount. Or, don't drink any alcohol.
- 6. TAKE YOUR MEDICINE.** If your doctor prescribes blood pressure medicine, take it as directed. Use notes, alarms or phone calls to help you remember.



**Get checked.** A healthy blood pressure is 120/80 or lower. High blood pressure is 140/90 or higher. A reading in between is considered pre-hypertension, or borderline high blood pressure.

# Is it Alzheimer's?

## Know the warning signs.

Minor memory problems can be a normal part of aging. However, Alzheimer's disease and other forms of dementia are not. Alzheimer's is a brain disease that gets worse with time. It is the sixth-leading cause of death in the United States. Early detection and treatment can help with symptoms. It can also help families learn how to cope with the disease. The Alzheimer's Association lists some warning signs you should know:

- 1. MEMORY LOSS:** Forgetting new information or important dates and events. Asking the same questions over and over.
- 2. TROUBLE WITH PLANNING OR FAMILIAR TASKS:** Tasks such as following a recipe or driving to a familiar location may be harder. They may take much longer than they used to.
- 3. NOT KNOWING TIME OR PLACE:** Losing track of the seasons, dates or what time of day it is.
- 4. PROBLEMS SPEAKING OR WRITING:** Trouble following a conversation. Not remembering words or using words incorrectly.
- 5. LOSING THINGS.** Putting things in unusual places. Not being able to retrace where an item may have been left.
- 6. MOOD AND PERSONALITY CHANGES:** Becoming confused, depressed, fearful or anxious. Being easily upset when out of his or her comfort zone.



## CHICKEN CORN WRAPS

The sun-dried tomatoes add an unexpected flavor to a chicken and vegetable wrap. Makes four servings. At under 250 calories, these wraps make a great brown-bag lunch along with a piece of fruit.

### INGREDIENTS

- 1 cup corn, fresh or frozen (thawed)
- ½ cup chopped fresh tomato
- ¼ cup chopped soft sun-dried tomatoes\*
- ¼ cup chopped onion
- 2 Tablespoons olive oil
- 1 Tablespoon red wine vinegar
- 1 cup cooked, shredded chicken breast
- 4 whole wheat tortillas, 6-inch
- 2 cups chopped romaine lettuce

### PREPARATION

Combine corn, tomato, sun-dried tomatoes, onion, oil and vinegar in a medium bowl. Divide chicken among tortillas. Top with equal portions of the corn salad and lettuce. Roll up. Serve the wraps cut in half, if desired.

\*Note: If you can only find dry (and hard) sun-dried tomatoes, soak them in boiling water for about 20 minutes before using.



**Seeing warning signs?** Talk to your primary care provider (PCP) right away. Visit the Alzheimer's Association at [alz.org](http://alz.org) or call their 24/7 helpline at **1-800-272-3900** to learn more.



UnitedHealthcare staff volunteers were at the 23rd annual Filipino Fiesta on May 9 to share physical activity games with both young and old eventgoers.



Staff from East Hawai'i on the Big Island volunteered at the 18th annual Hilo Heart & Stroke Walk held on March 7.



Volunteers and Dr. Health E. Hound handed out special treats to keiki at the Kaimuki District Park Annual Easter Egg Hunt held on March 28.



As main title sponsor of the YMCA Healthy Kids Day on Oahu, UnitedHealthcare Community Plan presented the YMCA with a \$10,000 check on April 11.



UnitedHealthcare Community Plan of Hawai'i distributed close to 400 long stemmed roses at the New Hope Oahu ministries on Mother's Day.



UnitedHealthcare Community Plan staff supported the March of Dimes across all islands. They have raised close to \$6,000 so far through walks, and continue to raise funds.



Our field service coordinators attended the 10th annual Wai'anae Keiki Spring fest on May 10 on the beautiful Wai'anae coast.



On February 14th, keiki 12 and under competed in a 2-mile run around the Neal S. Blaisdell Center in the 2015 Keiki Great Aloha Run. UnitedHealthcare in part sponsored the event.



# We speak your language

This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer **large print**, braille, sign language and audio. Call us toll-free at **1-888-980-8728. (TTY 711)**.

Daytoy a dokumento ket aglaon ti napateg nga inpormasyon manipud ti UnitedHealthcare Community Plan. Daytoy a dokumento ket addaan kopya ti Ilocano, Vietnamese, Chinese (Traditional) ken Korean, ket mabalinmo ti dumawat ti kopya daytoy. No masapul mo daytoy ti sabali pay a pagsasao, mabalin mo a dawaten nga ibasa da kenka ti uray anya a pagsasao. Awan ti mabayadan. Maipaay mi pay ti **dadakkel a printa** ti braille, sign language ken audio. Umawag ka kadakami toll-free iti numero a **1-888-980-8728. (TTY 711)**

Tài liệu này có thông tin quan trọng từ UnitedHealthcare Community Plan. Quý vị chỉ có thể yêu cầu chúng tôi cung cấp tài liệu trên văn bản này bằng tiếng Ilocano, tiếng Việt, tiếng Trung Hoa (Phồn thể) và tiếng Đại Hàn. Nếu cần bản này bằng ngôn ngữ khác, quý vị có thể yêu cầu một người đọc bản này cho quý vị bằng bất cứ ngôn ngữ nào. Điều này là miễn phí. Chúng tôi cũng có dạng **chữ in lớn**, chữ braille, ngôn ngữ ra dấu và băng thâu. Xin gọi cho chúng tôi theo số miễn phí **1-888-980-8728. (TTY 711)**.

本文件包含來自 UnitedHealthcare Community Plan 的重要資訊。您僅可要求我們為您提供本書面文件的伊洛果文版本、越南文版本、中文（繁體）版本和韓文版本。如果您需要本文件的其他語言版本，您可要求我們使用任何語言將本文件朗讀給您聽。此為免費服務。我們亦提供**大字版**、盲文版、手語及語音版。請致電免費電話 **1-888-980-8728** 與我們聯絡。（聽障專線 **[TTY] 711**）。

본 문서에는 UnitedHealthcare Community Plan에 대한 중요 정보가 담겨 있습니다. 본 문서는 요청 시 일로카노어, 베트남어, 중국어(번체) 및 한국어로만 제공해드릴 수 있습니다. 다른 언어가 필요할 경우, 요청하시면 해당 언어로 읽어드릴 수 있습니다. 이 서비스는 무료입니다. **큰 활자체**, 점자, 수화 및 오디오 서비스도 제공됩니다. 수신자 부담 전화번호 **1-888-980-8728** 번으로 전화하십시오. **(TTY 711)**.

## Resource corner

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

**1-888-980-8728 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-888-980-8728 (TTY 711)**

**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).

**1-800-QUIT-NOW (1-800-784-8669)**