



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



Did you know?

More than 12 percent of adults age 20 and over have diabetes. About one in four of these people don't yet know they have it. Your doctor can do a simple blood test to see if you are at risk.

(Centers for Disease Control and Prevention)



Be sun safe

Keep your skin looking young and healthy.

The SPF number on sunscreen stands for sun protection factor. In theory, this number means that the sunscreen will protect you from sunburn for as long as it would take you to burn without it, times the SPF. So, if you would burn in 10 minutes, an SPF 30 sunscreen would protect you for 300 minutes.



However, in real life, sunscreen wears off after about an hour. It's still very important to use sunscreen. It helps prevent skin cancer. Wear moisturizer or makeup with sunscreen every day. If you are going to be outdoors for a while, apply a thick coating of sunscreen. Put on more after an hour or after swimming or sweating.

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UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802

Under control

Keep close tabs on your diabetes.

If you have diabetes, you need to make your health a priority. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test:** This test shows how well your blood sugar has been controlled over the last 2 to 3 months. Knowing your A1c helps you gauge what you need to do to stay at your target level, or work toward getting there. Get your A1c tested two to four times per year.
- **HDL (good) cholesterol:** Diabetes tends to lower your good cholesterol and raise bad cholesterol levels. Knowing your numbers can help you control your cholesterol, which is important for heart health. HDL should be more than 40 for men and 50 for women. Get this test once a year.
- **Kidney function:** Diabetes causes damage to your kidneys over time. This test shows how well your kidneys are working. Get this test once a year.
- **Dilated eye exam:** High blood sugar can cause blindness. Your eye doctor will look at the inside of your eyes. This test helps find problems before you notice them. Get this test once a year.



Do you have diabetes? Call Member Services toll-free at **1-888-980-8728, TTY 711**. Ask about disease management programs that can help you manage your condition.

We care

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers, and outside agencies. They help people with:

- Physical disabilities
- Serious mental illness
- Complex health problems
- Other special needs

We also have programs for members with certain conditions. For example, we provide support for members with asthma or diabetes, or who are pregnant.



How can we help? Take a Health Assessment at **myuhc.com/CommunityPlan**.

Or take it over the phone by calling Member Services toll-free at **1-888-980-8728, TTY 711**. This short survey will help find programs that are right for you.

Your best shot

Streptococcus pneumoniae is a common bacterium. It is spread by sneezing and coughing. It causes some kinds of serious pneumonia and meningitis. It can be dangerous or even deadly. It's very important for at-risk adults to get vaccinated. It's recommended for:

- Anyone over 65 years old
- Smokers
- People with asthma, diabetes, or other chronic conditions
- People with weak immune systems

Pneumococcal shots can last a lifetime, but some people need boosters after five years. Ask your primary care provider if it's time for you to get one.



Need a PCP? To find a network provider, visit **myuhc.com/CommunityPlan**. Or, call Member Services toll-free at **1-888-980-8728, TTY 711**.





Time is brain

Strokes happen when a blood vessel in the brain bursts or is blocked. This prevents oxygen from getting to the affected part of the brain. Cells in that area of the brain begin to die. Stroke survivors may suffer mild to severe disabilities. Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- Numbness or weakness of the face, arm, or leg
- Confusion, or trouble speaking or understanding
- Vision changes in one or both eyes
- Trouble walking or staying balanced
- Severe headache

There are three simple tasks that can help you determine if someone is having these symptoms. If you suspect someone is having a stroke, ask him or her to:

1. Smile
2. Raise both arms
3. Coherently speak a simple sentence

If they can't do one or more of these things, they might be having a stroke.



Act fast. If you or someone you are with might be having a stroke, call **911** right away.

The right dose

4 facts about antidepressants

Depression is a serious, but treatable, condition. It is very common. Many people are helped by medicine for depression. When you understand your medication, you can make sure it is safe and effective for you. Here are four things you should know about antidepressants.

1. **You might need to try more than one drug.** Many people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. **They usually take a while to work.** Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. **Most people notice side effects.** However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. **Don't quit your medicine suddenly.** You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



Follow up. If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, be sure to see your mental health provider within seven days after you leave the hospital.





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

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

myuhc.com/CommunityPlan

Hāpai Mālama Program Get help with scheduling appointments, arrange rides to doctor's visits, connect with community resources, and more (toll-free).

1-888-980-8728, TTY 711

QuitLine Get free help quitting smoking (toll-free).

1-800-QUIT-NOW, TTY 711

smokefree.gov

National Domestic Violence Hotline Get 24/7 support, resources, and advice for your safety (toll-free).

1-800-799-SAFE, TTY 1-800-787-3224

thehotline.org

loveisrespect Teens can ask questions about dating violence and talk to a teen or adult (toll-free).

1-866-331-9474, TTY 1-866-331-8453

loveisrespect.org

Well balanced

4 tips for preventing falls

1. Exercise. Having weak legs or poor balance makes it more likely you will fall. You can keep your bones strong with exercise and healthy eating. This can also reduce your risk of fracture if you fall.

2. Know your medications.

Tell your doctor if your medications make you dizzy or drowsy. Sometimes it's a combination of medications that causes problems.



3. Check your vision. See your eye doctor every year. Make sure your glasses or contact lenses are the right strength.

4. Keep your home safe. Clutter, poor lighting, or small rugs can cause falls. Use non-slip mats in your bathroom. Use brighter light bulbs or more lights. Keep the things you use most in your kitchen in easy-to-reach cabinets.

Nurse on call

UnitedHealthcare has a 24/7 NurseLineSM. You can talk to an experienced nurse, day or night. NurseLine can help you with a variety of concerns. A nurse can:

- Educate you on your illness or condition
- Give you advice for self-care
- Help you decide how quickly you need to see a doctor
- Tell you the best place to get care for your illness or injury



Call anytime. Call

NurseLine 24/7, toll-free, at **1-888-980-8728, TTY 711.**





UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- National Origin
- Disability
- Color
- Age
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728 (TTY: 711)**.

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

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

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

English

Do you need help in another language? We will get you a free interpreter. Call **1-888-980-8728** to tell us which language you speak. **(TTY: 711)**.

Cantonese

您需要其他語言的協助嗎？我們將會為您尋找免費口譯員，請致電 **1-888-980-8728 (TTY: 711)** 告知我們您使用的語言。

Chuukese

En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori **1-888-980-8728** omw kopwe ureni kich meni kapas ka ani. **(TTY: 711)**.

French

Avez-vous besoin d'aide dans une autre langue ? Nous pouvons vous fournir gratuitement les services d'un interprète. Appelez le **1-888-980-8728** pour nous indiquer quelle langue vous parlez. **(TTY: 711)**.

German

Brauchen Sie Hilfe in einer anderen Sprache? Wir können Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter **1-888-980-8728** und sagen Sie uns Bescheid, welche Sprache Sie sprechen. **(TTY: 711)**.

Hawaiian

Pono ia oe ke kokua ma ka olelo e? Na makou e kii i kekahi mea unuhi nau, aohe uku. E kelepona i ka **1-888-980-8728** no ka hoike ana mai ia makou i kau olelo e olelo ana. **(TTY: 711)**.

Ilocano

Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti **1-888-980-8728** tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. **(TTY: 711)**.

Japanese

他の言語でのお手伝いが必要ですか？無料で通訳をご用意できます。**1-888-980-8728** に電話して、ご希望の言語をお知らせください **(TTY: 711)**。

Korean

다른 언어로 도움이 필요하십니까? 무료로 통역을 제공해드립니다. **1-888-980-8728**로 전화하여 사용하시는 언어를 알려주십시오**(TTY: 711)**.

Mandarin

您需要其他语言的协助吗？我们将会为您寻找免费口译员，请致电 **1-888-980-8728 (TTY: 711)** 告知我们您使用的语言。

Marshallese

Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok **1-888-980-8728** im kwalok non kim kajin ta eo kwo melele im kenono kake. **(TTY: 711)**.

Samoan

E te mana’o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea **1-888-980-8728** pea e mana’o mia se fesosoani mo se faaliliu upu. **(TTY: 711)**.

Spanish

¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al **1-888-980-8728** y díganos que idioma habla. **(TTY: 711)**.

Tagalog

Kailangan ba ninyo ng tulong sa ibang wika? Ikukuha namin kayo ng libreng tagapagsalin. Tumawag sa **1-888-980-8728** para sabihin kung anong wika ang nais ninyong gamitin. **(TTY: 711)**.

Tongan

‘Oku ke fiema’u tokoni ‘iha lea makehe? Temau malava ‘o ‘oatu ha fakatonulea ta’etotongi. Telefoni ki he **1-888-980-8728** ‘o fakaha mai pe koe ha ‘ae lea fakafonua ‘oku ke ngaue’aki. **(TTY: 711)**.

Vietnamese

Bạn có cần giúp đỡ bằng ngôn ngữ khác không? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi **1-888-980-8728** nói cho chúng tôi biết bạn dùng ngôn ngữ nào. **(TTY: 711)**.

Visayan

Gakinahanglan ba ka ug tabang sa imong pinulongan? Amo-a kang kuha-an og libre nga taga-hulbad. Tawag sa **1-888-980-8728** aron ipahibalo namo kung unsa ang imong sinulti-han. **(TTY: 711)**.