



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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Just joining us?

3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

- 1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.** Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.
- 2. VISIT YOUR PRIMARY CARE PROVIDER (PCP).** Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.
- 3. COMPLETE A HEALTH ASSESSMENT.** It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



 **We're here to help.** Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

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UnitedHealthcare Community Plan
9702 Bissonnet, Ste. 2200W
Houston, TX 77036

MAKE MYUHC.COM YOURS

- 1. PRINT YOUR MEMBER ID CARD.** If you lose your ID card, you can print it anytime.
- 2. SEE YOUR BENEFITS.** Want to know if a service is covered by your plan? It's easy to check here to find out for sure.
- 3. KEEP TRACK OF CLAIMS.** See all the services you received through your health plan, without all the paper.
- 4. FIND A DOCTOR, CLINIC OR HOSPITAL.** It's easy to search for providers in the network that are close to you.



Take three easy steps. To get started, go to **MyUHC.com/CommunityPlan**. Click the "Register Now" button. Then enter your member ID card information. You'll be on your way to using **MyUHC.com**.



THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**. Ask to speak with someone in Utilization Management. We will explain how UM works and what it means for your care.



Walking tall

Exercise can help protect your bones at any age.

Did you know that bone is living tissue? It can get stronger with exercise and a healthy diet. Exercising when you're young helps build bone mass. It can protect against bone weakness and fracture as you age. When you get older, regular exercise helps keep bones strong. It also helps your muscles grow. Strong muscles can cushion and protect older bones in a fall or other accident.

The best way to exercise your bones is with weight-bearing activity. This includes movement that forces you to work against gravity, such as:

- walking
- climbing stairs
- dancing
- weight training
- jogging



It's not too late. It's never too late to start exercising. Talk with your doctor before you start a new exercise program. Ask what exercises are safe for you. Your case manager can help you find affordable ways to exercise.



Strong smiles

The dental/health connection

Changes in your gums and teeth can be a sign of other health conditions. It is important to continue to take care of your oral health as you age. Regular checkups at the dentist help keep your teeth and gums healthy. They can also help identify medical conditions you may not know you have, such as:

- **DIABETES:** Many diabetics experience symptoms in their mouths. These symptoms include bad breath, sore gums and bleeding gums.
- **HEART DISEASE:** Gum disease can lead to heart disease. Symptoms of gum disease include red gums, bleeding gums and bad breath.



See double. See your dentist every six months for a cleaning and oral exam. If you need to find a new dentist or have questions about your dental benefits, call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

WE CARE FOR YOU

UnitedHealthcare Community Plan provides service coordination to members with special needs. Service coordinators help members get the special services and care they need. They help people who have:

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

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse. Disease management helps members with chronic illnesses such as:

- diabetes
- coronary artery disease
- heart failure
- COPD
- asthma



Help is here. If you have special needs or need help managing a chronic illness, call toll-free **1-888-887-9003 (TTY 711)**. Ask if you are eligible for service coordination or disease management.

Get smart

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about participating providers.
- how your prescription drug benefits work.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- what copayments or charges you may be responsible for.
- your member rights and responsibilities.
- our privacy policy.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



By the book. You can read the Member Handbook online at **UHC CommunityPlan.com**. Or call

Member Services toll-free at **1-888-887-9003 (TTY 711)** to have a copy of the handbook mailed to you.



Sweet heart



The ABCs of heart disease with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. 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 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



Are you diabetic? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call toll-free **1-888-887-9003 (TTY 711)** to learn about these programs.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint. (toll-free)
1-888-887-9003 (TTY 711)

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

NowClinic Doctors by phone may diagnose conditions and prescribe medication (if appropriate), day or night. (toll-free)
1-855-634-3571 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. (toll-free)
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
UHCCommunityPlan.com

MyUHC Print ID cards, get information about your benefits and providers or take a health assessment.
MyUHC.com/CommunityPlan

