



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## NEW MEMBER ID CARDS

You should now have a UnitedHealthcare Community Plan member ID card. It does not replace your ForwardHealth ID card at the doctor's office or pharmacy. Use your new UnitedHealthcare ID card to access our website and apps.

## Health4Me

### A new app for you

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider
- call Nurseline
- view your ID card
- read your Member Handbook
- get help and support in your community
- learn about your benefits
- contact Member Services



### Download it today.

Do you use a tablet or smartphone?

Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.



Scan to download mobile app.





# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

## COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



**What do you need?** Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your age and sex.

## Get results

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

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3-8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-800-504-9660 (TTY 711)**.



# The right dose

## 4 tips for people who use antidepressants

Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some 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, see your mental health provider within seven days after you leave the hospital.



## YOUR UHC

You can get important information about your health plan anytime at [myuhc.com/CommunityPlan](https://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](https://myuhc.com/CommunityPlan).
2. Click on Register Now. You will need your UnitedHealthcare member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.





## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-504-9660 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-866-827-0806 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).  
**1-877-813-3417 (TTY 711)**  
**UHCBabyBlocks.com**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.  
**@UHCPregnantCare**  
**@UHCEmbarazada**  
**bit.ly/uhc-pregnancy**

**Our website and app** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**myuhc.com/CommunityPlan**  
**Health4Me**

**Healthy Savings** Get instant discounts on healthy food at participating location.  
**uhcwihealthysavings.com**



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## Just joining us?

Make the most of your benefits.

Follow these tips to get off to a great start.

- 1. START USING YOUR UNITEDHEALTHCARE COMMUNITY PLAN MEMBER ID CARD.** Carry it with you at all times. Bring your card with you when you visit the doctor.
- 2. CALL YOUR DOCTOR AND SCHEDULE A CHECKUP.** Regular checkups are important for good health. If you don't know your PCP's number, or if you'd like help scheduling a checkup, call Member Services at **1-800-504-9660 (TTY 711)**. We're here to help.
- 3. CONTINUE USING YOUR WISCONSIN FORWARDHEALTH ID CARD.** Carry this card with you at all times. Always show your Wisconsin ForwardHealth ID card and your UnitedHealthcare member ID card when you get care. This helps ensure you get all the benefits available to you. If you have not received your card or need a replacement, call ForwardHealth at **1-800-362-3002**.

## DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. It's available now.

