



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



DID YOU KNOW?

Adults who get a flu vaccine are 71 percent less likely to be hospitalized from the flu.

71%



Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

Quality matters

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. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen Texas Health Steps checkups and well-child checkups.
- breast cancer screenings.
- pap smears.
- cholesterol screens.

In 2014, we found that more babies were getting Texas Health Steps checkups and well-child checkups. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having Texas Health Steps checkups and well-child checkups.

In 2014–2015, we will keep encouraging our members to get needed services. We would like to see more:

- Texas Health Steps checkups and well-child checkups for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several areas. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-888-887-9003 (TTY 711)**.

You have the power

6 ways to prevent heart disease

Heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. EAT RIGHT:** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. BE ACTIVE:** Aim for at least 30 minutes of moderate activity most days.
- 3. DON'T SMOKE:** Also avoid other forms of tobacco and secondhand smoke.
- 4. KNOW YOUR NUMBERS:** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. WATCH YOUR WEIGHT:** Maintain the right weight for your height.
- 6. LIMIT STRESS:** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.





Your best shot

You can prevent two common diseases.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your doctor about the following vaccines:

SHINGLES	PNEUMOCOCCAL
<p>WHAT IT IS Shingles is caused by the herpes zoster virus. This is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems.</p> <p>WHO SHOULD GET IT The vaccine is recommended for adults aged 60 and older. Even people who have had shingles or chickenpox in the past should get the shot. People with weakened immune systems should not get the vaccine.</p>	<p>WHAT IT IS Pneumococcal disease is caused by the <i>Streptococcus pneumonia</i> bacterium. It can result in severe infections like some types of pneumonia (a lung infection) and meningitis (a brain infection).</p> <p>WHO SHOULD GET IT The vaccine is recommended for all adults aged 65 and older. Younger adults who smoke or have asthma should also get the shot. It's also important for people with certain health problems.</p>



You can quit

Nearly 47 million people in the United States smoke. But more than 48 million people have kicked the habit.

There are many reasons to stop smoking. Some of the benefits of a smoke-free life include:

- better smelling breath, hair and clothing.
- whiter teeth.
- lower risk of cancer.
- lower risk of heart and lung disease.
- saving money.
- improving overall fitness.

The Great American Smokeout may be a good day for you to stop smoking. This annual event asks smokers to make a plan to quit. This year's date is Nov. 20.



You can do it. Quitting smoking is not easy. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call your local Quitline at **1-800-QUITNOW (1-800-784-8669)**.



Talk to your doc. See your primary care provider (PCP) once a year for a checkup. Ask about vaccinations and tests you may need. Need to find a new PCP? Visit MyUHC.com/CommunityPlan to use the provider directory. Or call Member Services at **1-888-887-9003 (TTY 711)**.



Know the signs

Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. Diabetes is a serious disease. It can cause damage to your heart, kidneys, eyes and other organs if not managed. Early diagnosis can lead to better outcomes. That's why it's important to get tested.

SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy

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)

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

Service Coordination Talk to your service coordinator (toll-free).
1-800-349-0550 (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)



Get checked. Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit **MyUHC.com/CommunityPlan**.



The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: the same day
- Urgent PCP visit: within 24 hours
- Routine PCP visit: within 14 days
- Specialist visit: within 14 days



Need help? If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.