

THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Timelines for PCP visits

When you call your PCP for an appointment, they should schedule per the following timelines:

- Immediate need: within 24 hours or as medically necessary
- Urgent care: within 2 days
- Routine care: within 21 days

For help setting up PCP appointments, contact your case manager.

Take care

You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

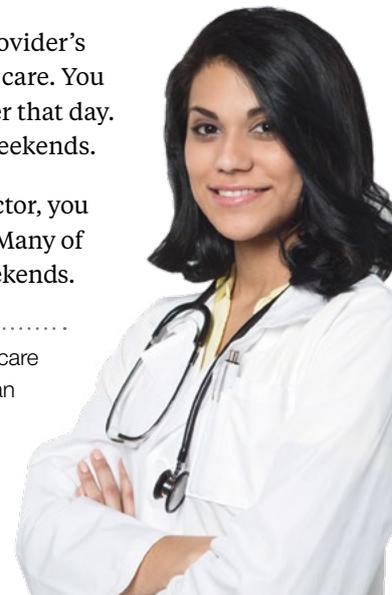
Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7

at **1-877-440-0255**
(TTY) **1-800-855-2880**





Color you calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



Need help? Do you suffer from stress, anxiety, or any other mental health issue? Treatment is available.

Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-800-293-3740 (TTY 711)**. Ask to learn more about your mental health benefits or find a provider.

Recipe for health

Squash macaroni and cheese

You know vegetables are good for you. But you, or a child or adult in your family, might not enjoy them. There are many ways to get extra servings of vegetables in your diet without crunching through another salad. For example, you could add finely diced or pureed zucchini, peppers, carrots, or other vegetables to your pasta sauce. You could throw spinach into a smoothie. You could add shredded carrots, avocado, or sliced tomatoes to a sandwich. Or, you could try this recipe:

Ingredients

1 pound elbow macaroni, or shell or rotini pasta, cooked
1 butternut squash (or 1 bag frozen squash cubes), cooked
3 tablespoons butter
3 tablespoons flour
2 cups milk
2 cups shredded cheddar cheese

Instructions

If using fresh squash, remove skin and seeds. Mash squash well with a fork or puree in a blender or food processor. Set aside.

In a medium saucepan, melt butter over medium heat. Add flour. Stir well for 3 minutes. Add milk and stir. When milk starts to bubble, add cheese. Stir until melted. Add salt and pepper to taste. Add squash and stir until well combined.

Combine pasta and sauce in an ovenproof dish. Bake for 15 minutes at 325 degrees. Or, to make ahead, store in refrigerator, covered, for up to 24 hours. Bake for 45 minutes.

Serves 8.



See here

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, contact your case manager.



Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-293-3740 (TTY 711)**.

Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



It's no secret. You may read our privacy policy in your Member Handbook. It's online at myuhc.com/CommunityPlan. You may also call Member Services toll-free at **1-800-293-3740 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time. To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or, call your case manager.



Resource corner

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

1-800-293-3740 (TTY 711)

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

myuhc.com/CommunityPlan
Health4Me

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

1-877-440-0255 (TTY 1-800-855-2880)

United Behavioral Health To get help with behavioral health or substance abuse problems, contact your case manager.

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

1-800-556-6222 (TTY 711)

ASHline.org

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

UnitedHealthcare does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender identity, age, disability, or ability to pay in health programs and activities.