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# HealthTALK

WINTER 2020 | ¡VOLTEE PARA ESPAÑOL!



## What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

## A healthy start.

### Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).



All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.

Your PCP is your partner in health. An annual well visit gives you the chance to talk to them about what's important to you. Tell them about any health concerns you have. Ask questions. Together, you can make a plan and take charge of your health.



**Need a new PCP?** We can help you find a provider who is a good fit for you. Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or call Member Services toll-free at **1-800-587-5187, TTY 711**.

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Warwick, RI 02886

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## Heart smart.

Coronary artery disease (CAD) is the most common form of heart disease in the United States. It is caused by a buildup in the arteries. It can cause many other heart problems, including heart attack.

What can you do to prevent CAD? A healthy lifestyle can help manage heart diseases like CAD. This can include:

- Healthy eating. Your diet should include foods such as fruits and vegetables, whole grains and foods that are low in sodium.
- Daily exercise.
- Medication (if recommended by your provider).
- Quitting smoking.

Symptoms of CAD include chest pain, abnormal heart rhythms or heart failure. Talk to your provider if you have any of these conditions.

# Beyond the winter blues.

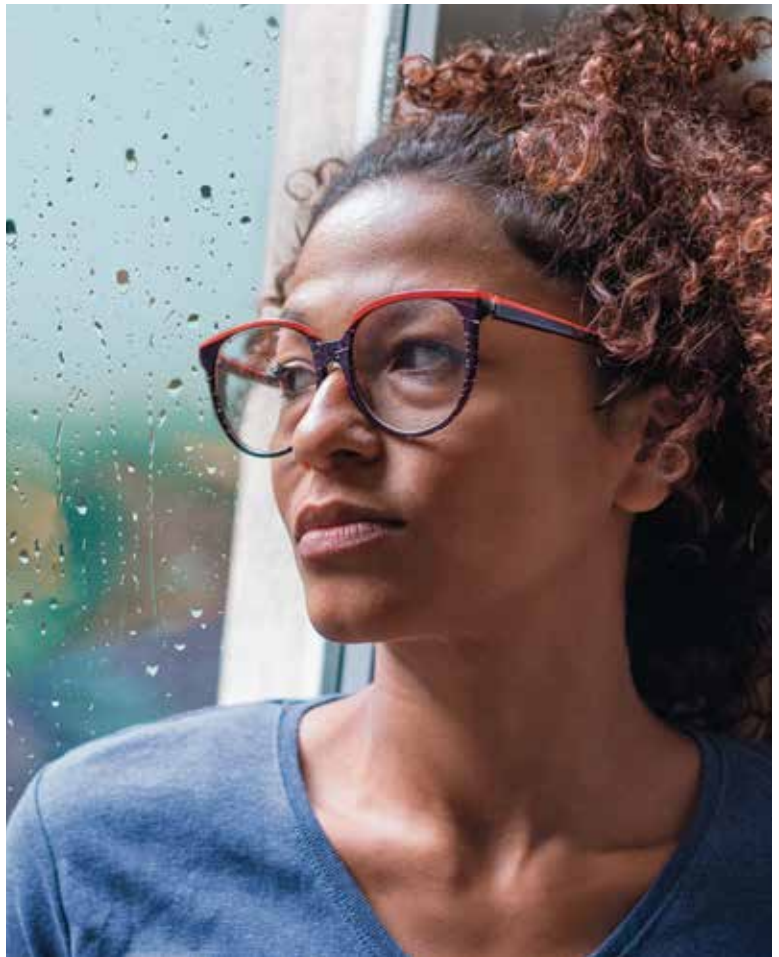
## Self-care for Seasonal Affective Disorder.

Seasonal Affective Disorder (SAD) is a form of depression. People get SAD mostly during the cold, dark winter months. Symptoms include sadness as well as irritability, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

- **Use a light box.** Light boxes mimic the sun. Ask your provider if this might be right for you.
- **Exercise.** Physical activity has been known to improve mood and relieve stress. Even moving your body in short bursts throughout the day can be helpful.
- **Spend time outdoors.** Outdoor light can help you feel better, even on cloudy days. Take a walk outside. When indoors, sit close to windows if possible.
- **Take vitamins.** SAD has been linked to vitamin D deficiency. Talk to your doctor about vitamin D or other supplements.



**Are you SAD?** If your symptoms don't improve with self-care, talk to your provider. You may benefit from talk therapy or antidepressants. For information on using your behavioral health care benefits, call Member Services toll-free at **1-800-587-5187, TTY 711**. Or visit **LiveandWorkWell.com**.



## Abuse can happen to anyone.

Domestic abuse affects millions of women, men and children each year. It occurs when one person in a relationship tries to control another. It can happen to anyone. It doesn't matter if you are young or old, male or female, gay or straight, rich or poor, black or white.

Abusers may physically hurt their victims. But abuse isn't always physical. They can also do other things to make you afraid. They may keep you from seeing friends or family, or not let you have enough money. You may be a victim of domestic abuse if your partner or caregiver:

- Hurts you with words or physical force.
- Uses sex to hurt you.
- Uses money to control you.



**Get help.** If you are being abused, call the National Domestic Violence Hotline at **1-800-799-SAFE (7233)**, TTY **1-800-787-3224**. Help is free and confidential. If you are in immediate danger, call **911**. You can also learn more about domestic violence at **thehotline.org**.

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## Rest easy.

### Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



**Know your provider.** See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services toll-free at **1-800-587-5187**, TTY **711**.



## Before baby.

Are you thinking about becoming pregnant? To have a healthy pregnancy and baby, it's important to take care of your health before you get pregnant. Planning for a baby is the perfect time to:

- Quit smoking or taking recreational drugs.
- Cut down on alcohol and caffeine.
- Get chronic health conditions under control.
- Eat healthier foods.
- Exercise more.
- Start taking a prenatal vitamin containing folic acid, calcium and iron.
- Find out if genetic testing is right for you.

Once you are pregnant, it's important to have regular checkups with your doctor. You should have your first visit before your 12th week of pregnancy.

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# A fit family.

## Indoor and outdoor exercises for the winter months.

Show your kids the importance of exercise by making time for family fitness. You can make exercise fun this winter with a mix of indoor and outdoor activities. Exercising together is a great way to keep your family healthy, and to spend quality time together.

Studies show that children with active parents are 6 times more likely to maintain an active lifestyle than children who don't.

Some ideas for indoor exercise activities this winter are:

- Simple exercises such as jumping jacks, sit-ups or pull-ups.
- Online exercise videos.
- Dancing.
- Lifting weights (you can use common items like canned goods, cartons of water or bags of potatoes if you don't have dumbbells).

Just because it's cold outside doesn't mean you can't spend time outdoors and get some exercise. But it's important to dress for the weather. This means dressing in layers, and wearing a hat, gloves or mittens, warm socks, boots and a winter jacket.

Some outdoor exercise activities are:

- Sledding.
- Ice skating.
- Walking.
- Shoveling snow.

Making time for exercise all year long is important for maintaining good health. Try to aim for at least 30 minutes of moderate exercise every day or most days of the week. Your 30 minutes doesn't need to be all at once. Even 10 minutes of exercise 3 times a day will make a difference.



## Resource corner.

**Member Services:** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-587-5187, TTY 711**

**Our website:** Find a provider, read your Member Handbook or see your ID card, wherever you are.  
**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**

**QuitLine:** Get free help quitting smoking (toll-free).  
**[quitnow.net](http://quitnow.net)**  
**1-800-227-2345, TTY 711**

**National Domestic Violence Hotline:** Get support, resources and advice 24 hours a day, 7 days a week (toll-free).  
**1-800-799-SAFE, TTY 1-800-787-3224**  
**[thehotline.org](http://thehotline.org)**

**Healthy First Steps®:** Get support throughout your pregnancy (toll-free).  
**1-800-599-5985, TTY 711**

**KidsHealth®:** Get reliable information on health topics for and about kids.  
**[KidsHealth.org](http://KidsHealth.org)**

**Want to receive information electronically?**  
Call Member Services and give us your email address (toll-free).  
**1-800-587-5187, TTY 711**

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UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

**Phone:**

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

**Mail:**

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

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-800-587-5187, TTY 711.

**Spanish**

ATENCIÓN: Los servicios de asistencia de idiomas están a su disposición sin cargo. Llame al 1-800-587-5187, TTY 711.

**Portuguese**

ATENÇÃO: Encontram-se disponíveis serviços de assistência de idioma. Contacte 1-800-587-5187, TTY 711.

**Chinese**

注意：我們提供免費的語言協助服務。請致電 1-800-587-5187 或聽障專線 (TTY) 711。

**French Creole (Haitian Creole)**

ATANSYON: Gen sèvis èd pou lang, gratis, ki disponib pou ou. Rele 1-800-587-5187, TTY 711.

**Mon-Khmer, Cambodian**

សូមយកចិត្តទុកដាក់៖ សេវាជំនួយផ្នែកភាសាដែលឥតគិតថ្លៃ មានសម្រាប់អ្នក ។ សូមទូរស័ព្ទទៅលេខ 1-800-587-5187, TTY 711 ។

**French**

ATTENTION : vous pouvez profiter d'une assistance linguistique sans frais en appelant le 1-800-587-5187, TTY 711.

**Italian**

ATTENZIONE: È disponibile un servizio gratuito di assistenza linguistica. Chiamare il numero 1-800-587-5187, TTY 711.

**Laotian**

ໝາຍເຫດ: ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າແມ່ນມີໃຫ້ແກ່ທ່ານ. ໂທຫາ 1-800-587-5187, TTY 711.

**Arabic**

تنبيه: تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-587-5187، الهاتف النصي: 711.

**Russian**

ВНИМАНИЕ! Языковые услуги предоставляются вам бесплатно. Звоните по телефону 1-800-587-5187, TTY 711.

**Vietnamese**

LƯU Ý: Dịch vụ hỗ trợ ngôn ngữ, miễn phí, dành cho bạn. Hãy gọi 1-800-587-5187, TTY 711.

**Kru (Bassa)**

TÒ ĐUŨ NÒMÒ DYÍIN CÁO: À bédé gbo-kpá-kpá bó wuḍu-dù kò-kò po-nyò bě bìi nō à gbo bó pídyi. M̄ dyi gbo-kpá-kpá m̄wín, ḍá nòbà nìà ke: 1-800-587-5187, TTY 711.

**Igbo**

NRỤBAMA: Ọrụ enyemaka asụsụ, n'efu, dijirị gị. Kpọọ 1-800-587-5187, TTY 711.

**Yoruba**

AKIYESI: Iranlowo siso ede, o wa ni ofe fun o. Pe 1-800-587-5187, TTY 711.

**Polish**

UWAGA: Zapewniamy bezpłatne wsparcie tłumaczeniowe. Prosimy o kontakt telefoniczny: 1-800-587-5187, TTY 711.