



HealthTALK

FALL 2019



Trick or treat.



According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.

Fight the flu.



Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year.

Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.



It's your best shot. There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.

UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802



Brushing for two.

When you're pregnant, you're brushing for two. Taking care of your teeth and gums may affect your baby's health.

Being pregnant can be hard on your teeth and gums due to vomiting, eating more and hormone changes. Your mouth needs extra care.

Here are some dental care tips during pregnancy:

- Brush your teeth at least twice daily using toothpaste that contains fluoride.
- Floss at least once a day.
- Rinse daily with a fluoride mouthwash.
- Choose healthy foods like fruits and vegetables.
- Avoid sugary or starchy snacks and soda.
- Visit your dentist at least once during your pregnancy.

A dental visit is safe anytime during your pregnancy for both you and your baby.

After you give birth, the health of your mouth affects the health of your baby. Germs from your mouth can be passed to your baby when you kiss them.

Stay on your feet.

Tips for preventing falls.

The chance of falling increases with age. This may be caused by physical changes, health conditions or medications. But falling does not have to be a part of aging. Here are some simple ways you can help reduce the risk of falls at home.

- 1. Keep your home clutter-free.** Make sure the floors are clear of anything you could trip on, such as cords, clothes or pet toys.
- 2. Light your way.** Use a nightlight in your bedroom or place a lamp by your bed. If you need to get up during the night, make sure you can see. Keep the lights on at night in the hallways if you need to.
- 3. Ready your bathroom.** Install grab bars by the shower and toilet. Place nonskid mats in the shower and bath.
- 4. Clean spills right away.** Avoid using cleaning products that make surfaces slippery.



It's a balancing act. Falling does not have to be a part of aging. Talk with your doctor if you've had issues with balance, walking or falls. Reviewing your risks with your doctor can play a big part in helping to prevent falls. If you need help finding a doctor, we can help. Call Member Services toll-free at **1-888-980-8728, TTY 711.**

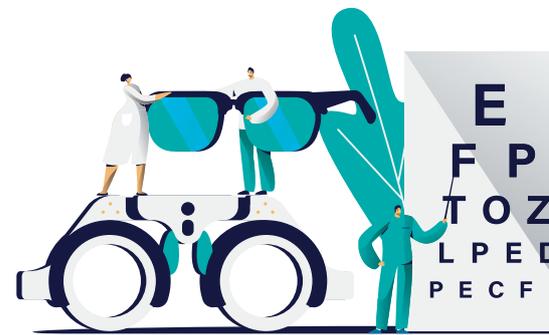


Plan to quit.

Tobacco use is the largest preventable cause of disease and death. There is no safe way to use tobacco. If you use tobacco, consider quitting during the Great American Smokeout®, a national event hosted by the American Cancer Society. This year the event falls on November 21.



Quitting time? You can quit smoking for good with the right help. Get telephone support and information by calling the American Cancer Society at **1-800-227-2345, TTY 711**. Or get free help online at **quitnow.net**.



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. In advanced cases, symptoms can include blurred vision, seeing “spots,” seeing “halos” around lights, loss of central vision and loss of colors in vision.

However, most of the time, symptoms do not start until the damage is bad. Laser surgery 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 exam 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 you manage it. To learn more, call Member Services toll-free at **1-888-980-8728, TTY 711**.



Renew your Medicaid QUEST Integration coverage.

Each year, the State of Hawai'i Med-QUEST will conduct a review to determine if you and/or your family members still meet QUEST Integration eligibility requirements. This review to see if you are still eligible is called redetermination process. You will continue to have QUEST Integration benefits throughout this process.

How does it work?

- A few weeks before your redetermination date, Med-QUEST will mail you and/or your family members a redetermination form.
- Fill out the form, sign it and return it, along with any extra required information to the State of Hawai'i Med-QUEST office. All information must be completed by the deadline provided by the state to avoid a break in your medical coverage.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-888-980-8728, TTY 711
Monday–Friday, 7:45 a.m.–4:30 p.m.

Our website and app: Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).
1-888-980-8728, TTY 711

QuitLine: Get free help quitting smoking (toll-free).
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

Want to receive information electronically? Call Member Services and give us your email address (toll-free).
1-888-980-8728, TTY 711

Celebrate the fall harvest.

There's fun for the entire family.

This year, UnitedHealthcare Member Appreciation Day is Saturday, Oct. 19th. As our member, you're invited to Aloun Farms 19th Annual Pumpkin Festival in Kapolei, presented by UnitedHealthcare Community Plan.

Bring the whole family for free hay rides, games and prizes. There also will be lots of food vendors, crafts and free entertainment. Visit the Farmers' Market for local grown goodness like fresh corn, beans and sunflowers. You can also enjoy pumpkin picking.

 **Join us.** Call Member Services toll-free at **1-888-980-8728, TTY 711**, to get on the guest list for VIP wristbands for free entry on Member Appreciation Day (\$3 value). Gates open at 8 a.m. and close at 4 p.m. Or email **communityplanhi@uhc.com** with questions.



UnitedHealthcare Community Plan complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently because of:

- Race
- Disability
- Age
- National Origin
- Color
- Sex

UnitedHealthcare Community Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

UnitedHealthcare Community Plan provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact us toll-free at **1-888-980-8728, TTY 711.**

If you believe that UnitedHealthcare Community Plan has failed to provide these services or discriminated in another way, you can file a grievance with:

Civil Rights Coordinator UnitedHealthcare
Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

UHC_Civil_Rights@uhc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator UnitedHealthcare is available to help you.

You can also file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

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

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

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| (English) Do you need help in another language? We will get you a free interpreter. Call 1-888-980-8728 to tell us which language you speak. (TTY: 711). |
| (Cantonese) 您需要其它語言嗎? 如有需要, 請致電 1-888-980-8728 , 我們會提供免費翻譯服務 (TTY: 711). |
| (Chuukese) En mi niit alilis lon pwal eu kapas? Sipwe angei emon chon chiaku ngonuk ese kamo. Kokori 1-888-980-8728 omw kopwe ureni kich meni kapas ka ani. (TTY: 711). |
| (French) Avez-vous besoin d'aide dans une autre langue? Nous pouvons vous fournir gratuitement des services d'un interprète. Appelez le 1-888-980-8728 pour nous indiquer quelle langue vous parlez. (TTY: 711). |
| (German) Brauchen Sie Hilfe in einer anderen Sprache? Wir koennen Ihnen gern einen kostenlosen Dolmetscher besorgen. Bitte rufen Sie uns an unter 1-888-980-8728 und sagen Sie uns Bescheid, welche Sprache Sie sprechen. (TTY: 711). |
| (Hawaiian) Makemake `oe i kokua i pili kekahi `olelo o na `aina `e? Makemake la maua i ki`i `oe mea unuhi manuahi. E kelepona 1-888-980-8728 `oe ia la kua a e ha`ina `oe ia la maua mea `olelo o na `aina `e. (TTY: 711). |
| (Ilocano) Masapulyo kadi ti tulong iti sabali a pagsasao? Ikkandakayo iti libre nga paraipatarus. Awaganyo ti 1-888-980-8728 tapno ibagayo kadakami no ania ti pagsasao nga ar-aramatenyo. (TTY: 711). |
| (Japanese) 貴方は、他の言語に、助けを必要としていますか？ 私たちは、貴方のために、無料で通訳を用意できます。電話番号の、 1-888-980-8728 に、電話して、私たちに貴方の話されている言語を申し出てください。 (TTY: 711). |
| (Korean) 다른언어로 도움이 필요하십니까? 저희가 무료로 통역을 제공합니다. 1-888-980-8728 로 전화해서 사용하는 언어를 알려주십시오 (TTY: 711). |
| (Mandarin) 您需要其它语言吗? 如有需要, 请致电 1-888-980-8728 , 我们会提供免费翻译服务 (TTY: 711). |
| (Marshalllese) Kwoj aikuij ke jiban kin juon bar kajin? Kim naj lewaj juon am dri ukok eo ejjelok wonen. Kirtok 1-888-980-8728 im kwalok non kim kajin ta eo kwo melele im kenono kake. (TTY: 711). |
| (Samoan) E te mana'o mia se fesosoani i se isi gagana? Matou te fesosoani e ave atu fua se faaliliu upu mo oe. Vili mai i le numera lea 1-888-980-8728 pea e mana'o mia se fesosoani mo se faaliliu upu. (TTY: 711). |
| (Spanish) ¿Necesita ayuda en otro idioma? Nosotros le ayudaremos a conseguir un intérprete gratuito. Llame al 1-888-980-8728 y díganos que idioma habla. (TTY: 711). |
| (Tagalog) Kailangan ba ninyo ng tulong sa ibang lengguwahe? Ikukuha namin kayo ng libreng tagasalin. Tumawag sa 1-888-980-8728 para sabihin kung anong lengguwahe ang nais ninyong gamitin. (TTY: 711). |
| (Tongan) 'Oku ke fiema'u tokoni 'iha lea makehe? Te mau malava 'o 'oatu ha fakatonulea ta'etotongi. Telefoni ki he 1-888-980-8728 'o fakaha mai pe koe ha 'ae lea fakafonua 'oku ke ngaue'aki. (TTY: 711). |
| (Vietnamese) Bạn có cần giúp đỡ bằng ngôn ngữ khác không ? Chúng tôi sẽ yêu cầu một người thông dịch viên miễn phí cho bạn. Gọi 1-888-980-8728 nói cho chúng tôi biết bạn dùng ngôn ngữ nào. (TTY: 711). |
| (Visayan) Gakinahanglan ka ba ug tabang sa imong pinulongan? Amo kang mahatagan ug libre nga maghuhubad. Tawag sa 1-888-980-8728 aron magpahibalo kung unsa ang imong sinulti-han. (TTY: 711). |