



## Medicare-Eligible PEEHIP Members Edition

### Time is Running Out! Get Your Annual Wellness Visit by June 30 to Receive a \$50 Gift Card

**F**or Medicare-eligible PEEHIP members covered on a retiree contract, one of the best things you can do for your health is to get a Medicare Annual Wellness Visit or a Routine Annual Physical Exam to help ensure that you and your doctor are talking about the preventive care that you may need. It's also one of the best ways to catch potential healthcare problems early when they may be most treatable.

By completing your Medicare Annual Wellness Visit or Routine Annual Physical Exam **before June 30, 2017**, you can earn a UnitedHealthcare® Renew Rewards \$50 gift card to your choice of select merchants. Potential reward amounts for an Annual Wellness Visit or Annual Routine Physical Exam received after June 30, 2017, are still being determined.

If you haven't already, schedule that visit with your doctor now. Once you complete your visit, redeeming your reward is easy.

#### You have three ways to redeem your reward after completing your visit:

1. Call Renew Rewards Customer Service toll free at 888.219.4602 TTY 711, Monday – Friday: 7 a.m. – 9 p.m. Central Time, Saturday: 9 a.m. – 2 p.m. Central Time. You will need to provide some information to validate that you are a UnitedHealthcare® Group Medicare Advantage (PPO) plan member. You will then be asked for the date of your exam and the name of your provider. After that, all you need to do is to pick the gift card you wish to receive from the list of eligible merchants. Please allow 4-6 weeks for the gift card to arrive.
2. Go online to [www.UHCRetiree.com/peehip](http://www.UHCRetiree.com/peehip) and log in or create your personal member account. Once you are logged in, you can click on the Health & Wellness tab and then follow the instructions to redeem your reward.
3. Mail in the coupon for the Annual Wellness Visit Reward that you received as part of your Renew Rewards mailing that you received from UnitedHealthcare®.

Please note that the gift card merchant choices are the same if you call or go online to redeem your reward. But due to space limitations, if you use the printed coupons to redeem through the mail, you are limited to a choice of three gift card options. ●

# Know Your Numbers: Diabetes and Pre-diabetes

Type 1 diabetes is usually diagnosed in children and young adults. Type 2 diabetes, however, is much more common in America today, accounting for 95 percent of all diagnosed diabetes cases, according to the Centers for Disease Control and Prevention (CDC). So common, in fact, it is on the edge of becoming a health epidemic. Maybe you don't have diabetes – but that doesn't mean you can't get it.

According to the American Diabetes Association, the percentage of Americans age 65 and older with diabetes is 25.9%, or 11.8 million seniors (diagnosed and undiagnosed)<sup>1</sup>. Excess weight, limited activity, and age are the leading causes of the disease, which is marked by blood sugar levels that are too high.

How do you know if your blood sugar levels are too high? High blood sugar often doesn't have any physical symptoms so many people don't know if they have diabetes or are at risk of developing diabetes (pre-diabetes). The best way is to test your blood sugar. Then, it's all about knowing your numbers.

There are three different, simple tests used to measure blood sugar. Ask your doctor which one is right for you.

- ◆ A1C: Levels of 5.7% to 6.4% indicate pre-diabetes. Levels of 6.5% and above signal diabetes.
- ◆ Fasting plasma glucose: Glucose levels of 100 mg/dL to 125 mg/dL indicate pre-diabetes. Levels of 126 mg/dL and above signal diabetes.
- ◆ Oral glucose tolerance: At two hours, glucose levels of 140 mg/dL to 199 mg/dL indicate pre-diabetes.

<sup>1</sup> [www.diabetes.org/diabetes-basics/statistics/](http://www.diabetes.org/diabetes-basics/statistics/)

## Help is available

If you are diagnosed with diabetes or pre-diabetes, it can feel overwhelming. Balancing a busy life with changes to diet, exercise and possibly medications can be a challenge. **Fortunately, UnitedHealthcare® offers a program to help members learn more about diabetes and develop personal, effective ways to stay on top of the disease.** The UnitedHealthcare Diabetes Support program provides a team of health care professionals to work with you.

The program is offered at no additional cost to you and provides:

- ◆ Information to help you understand your diabetes.
- ◆ Tools and support that may help keep your blood sugar under control.
- ◆ Coaching to help you with your exercise and diet goals.
- ◆ Help scheduling diabetes monitoring and screenings, including, but not limited to:
  - ◇ Hemoglobin A1C to monitor your blood sugar.
  - ◇ Urinalysis to monitor your kidneys for the effects of diabetes.
  - ◇ Dilated retinal eye exam to check for signs of damage to your eyes.

Please note that this program does not replace the care of your doctor.

If you would like to find out more about the UnitedHealthcare's Diabetes Support program, call toll-free **844.656.6232**, TTY 711, 9 a.m. to 6 p.m. ET, Monday through Friday or leave a message anytime with your phone number, area code and when you can be reached. UnitedHealthcare will then call you back. ●

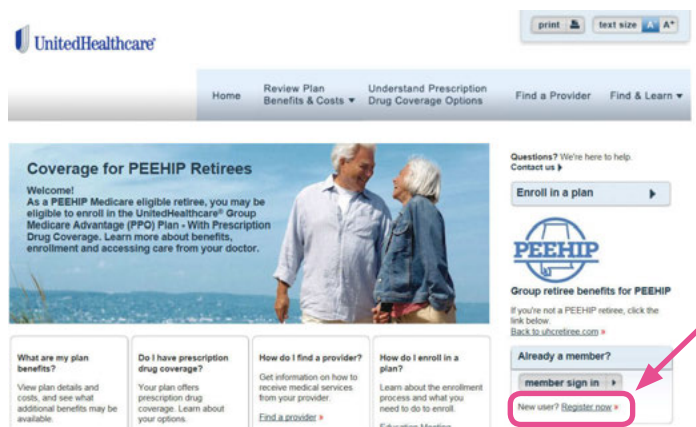
# Register Online for Convenient Access to Your Medical and Prescription Drug Plan Information

UnitedHealthcare® offers its Medicare Advantage plan members a convenient way to access their health plan information any time they want through a safe and secure member website. All you need to do is to create your personal online account. Once you've created your account, you can:

- ◆ Look up your latest claim information.
- ◆ Review benefit information and plan materials.
- ◆ Print a temporary member ID card and request a new one.
- ◆ Search for UnitedHealthcare network doctors (out-of-network doctors that participate in Medicare can be found at [www.Medicare.gov/physiciancompare](http://www.Medicare.gov/physiciancompare)).
- ◆ Search for drugs and see how much they cost under your plan.
- ◆ Review your personal health record.
- ◆ Keep on top of the latest health information with free online courses and a resource library full of articles, videos, and interactive tools.
- ◆ Get the latest information on what Renew Rewards you are eligible for. You can even redeem your rewards online.
- ◆ Sign up to get your Explanation of Benefits online.

Registering your online account is simple. Follow these 4 steps.

1. Go to [www.UHCRetiree.com/peehip](http://www.UHCRetiree.com/peehip).
2. Click on the “Register now” link under the member sign-in button.



3. Enter the ID number on the front of your member ID card and your birth date, then click “Continue.”

### Register for an Online Account

**To set up your online account, you'll need:**

- An email address
- Your member ID card (health insurance card)

Once registered, you'll be able to view your personal information, including plan details, coverage summaries, premium payment history and claims information.

Already have an online account? [Sign in](#)

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#### Personal Identification

Please provide the following information to help us verify your account.

Enter your plan member ID exactly as it appears on your [member ID card \(health insurance card\)](#).

Your plan member ID

- Can be found on the front of your card
- Will include 7-11 numbers
- May contain a “-” before the last two numbers

\*Required field

\*Plan Member ID:  -  (leave blank if your ID doesn't include a “-” with two additional numbers)

\*Date of birth:  /  /  MM DD YYYY

4. Create your user name and password (you will use these each time you log in to the website) . ●

# UnitedHealthcare® Virtual Doctor Visits

## Another Choice for Convenient Medical Care

When you're not feeling well, sometimes the last thing you want to do is sit in the doctor's waiting room. With Virtual Doctor Visits you can see and speak to a doctor online anytime from your computer or mobile device.

Of course, Virtual Doctor Visits aren't for every situation. Virtual Doctor Visits are good for:

- ◆ Allergies
- ◆ Bladder/Urinary tract infection
- ◆ Bronchitis
- ◆ Cough/Cold
- ◆ Diarrhea
- ◆ Fever
- ◆ Migraine/Headaches
- ◆ Pink eye
- ◆ Rash
- ◆ Seasonal flu
- ◆ Sinus problems
- ◆ Sore throat
- ◆ Stomach ache
- ◆ Quick assessment of severity

Virtual Doctor Visits are not the best option for:

- ◆ Anything requiring a hands-on exam
- ◆ Anything requiring a test
- ◆ Cancer or other complex conditions
- ◆ Chronic conditions
- ◆ International visits
- ◆ Sprains/Broken bones or injuries requiring bandaging

If you are experiencing a medical emergency, you should seek appropriate emergency medical assistance such as calling "911."

### How Do Virtual Doctor Visits Work?

Using your **computer or mobile device**, go to [www.UHCRetiree.com/peehip](http://www.UHCRetiree.com/peehip) and log into your member account using your user name and password. For directions on how to create your member account see the article, "Register online for convenient access to your medical and prescription drug plan information."

Once you have logged onto the site, look at the bottom of the home page under My Resources where you will see a link for Virtual Doctor Visits. Click on the link and it will take you to more information on Virtual Doctor Visits, including what providers are available, how to request a visit and a helpful Frequently Asked Questions section. ●

The screenshot shows the UnitedHealthcare member portal. At the top, there is a search bar and navigation links for "My Profile & Preferences", "Contact Us", and "Sign Out". Below this, a "Welcome" banner displays the member's name and "Member since 2017". A "Menu" button is visible. The main content area is divided into sections: "My Account Home", "My Plans", and "My Health and Wellness". A large "Renew Rewards" banner is prominent, with a "GET STARTED" button. Below the banner, there are several "My Resources" tiles: "My Plans" (showing "UnitedHealthcare Group Medicare Advantage (PPO)" with "Group ID:", "ID:", and "Status: ACTIVE"), "Provider/Facility Search" (with buttons for "medical providers" and "mental health or substance use"), "Drug Lookup" (with "estimate costs"), "Pharmacy Locator" (with "locate a pharmacy"), "Health Assessment" (with "get started"), "Play Brain Games" (with "get started"), and "My Personal Health Record" (with "view Personal Health Record"). A red arrow points to the "Virtual Doctor Visit" link, which is highlighted with a red circle.