

THE KEY TO THE GOOD LIFE IS A GREAT PLAN



# health TALK

WINTER 2011



## NEW NAME, SAME PLAN

Great Lakes Health Plan is now UnitedHealthcare Great Lakes Health Plan. We are the same health plan and the same company. You will still have the same benefits and coverage. You will still get the same high quality service from our local staff here in Michigan. When you call us, the same friendly people will answer the phone at the same number you are used to. Visit our new website at [www.uhcgreatlakes.com](http://www.uhcgreatlakes.com).

## ABOUT YOUR PLAN

# AMERICA'S best



UNITEDHEALTHCARE GREAT LAKES IN THE TOP 20 MEDICAID PLANS

UnitedHealthcare Great Lakes Health Plan is among the highest-rated Medicaid health plans in the nation again this year. Each year, the National Committee for Quality Assurance (NCQA) ranks the nation's Medicaid health plans.

This year, UnitedHealthcare Great Lakes was ranked 20th with a score of 85.4\*. Health plans can score a possible 100 points. Rankings are based on:

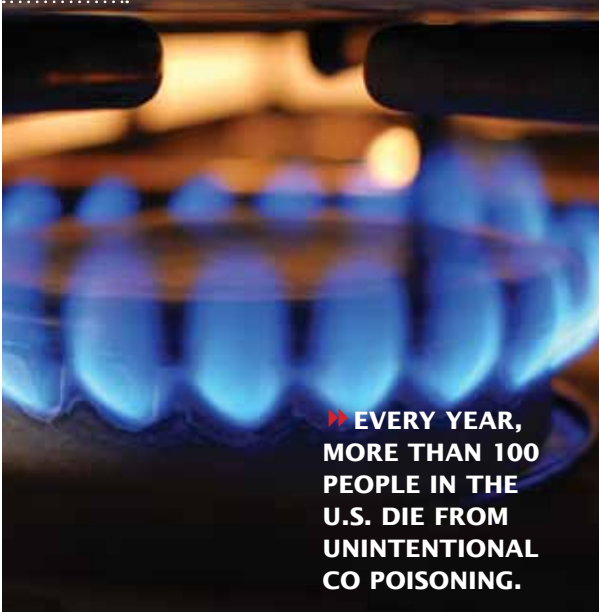
- overall quality scores.
- overall member satisfaction.
- NCQA accreditation scores.
- members getting prevention and treatment services.

\* NCQA's Health Insurance Plan Rankings 2010-11—Medicaid

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SAFETY:



▶▶ EVERY YEAR, MORE THAN 100 PEOPLE IN THE U.S. DIE FROM UNINTENTIONAL CO POISONING.

## say no to CO

STAY SAFE THIS WINTER

**Carbon monoxide (CO) is an invisible killer.** It is a colorless, odorless gas that is produced from burning fuel. CO is produced year-round. But because windows are closed and heaters are on, the risk for CO poisoning is higher in the winter.

Because you cannot see or smell CO, the first sign it is in your home is often when you start to feel sick. The first symptoms include headache, fatigue or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.

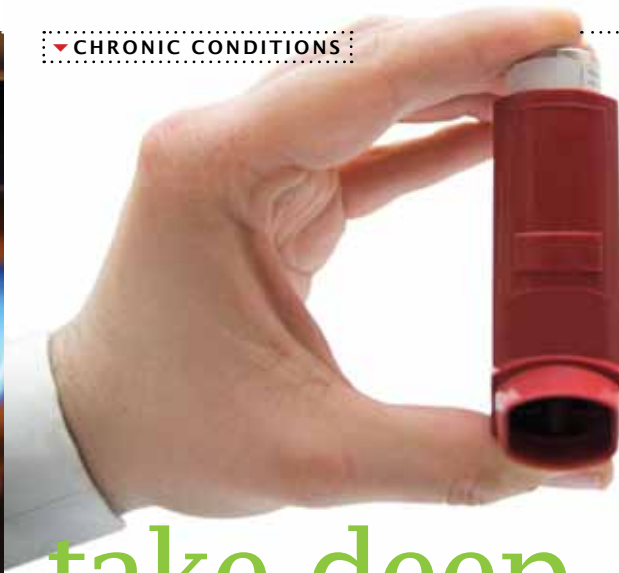
If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call **911** from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- leave a car running in a garage or other enclosed space, even with the door open.
- run a generator inside your home, garage or crawl space.
- burn charcoal inside, including in a tent or vehicle.
- use a gas range, oven or dryer for heating your home.
- install or service gas or propane appliances, such as a furnace, oven or water heater, unless you are a trained service person.

**BE ALARMED** CO alarms are required by law in many areas. They can save your life. Put them in the hallway near every sleeping area in your home. Test them and replace the batteries often.

▼ CHRONIC CONDITIONS



## take a deep BREATH

UNDERSTAND YOUR ASTHMA MEDICATION

There are many different medications for asthma. Your doctor will prescribe the right ones for you. You should have a written asthma action plan to help you know what to take and when.

▼ EMERGENCY CARE



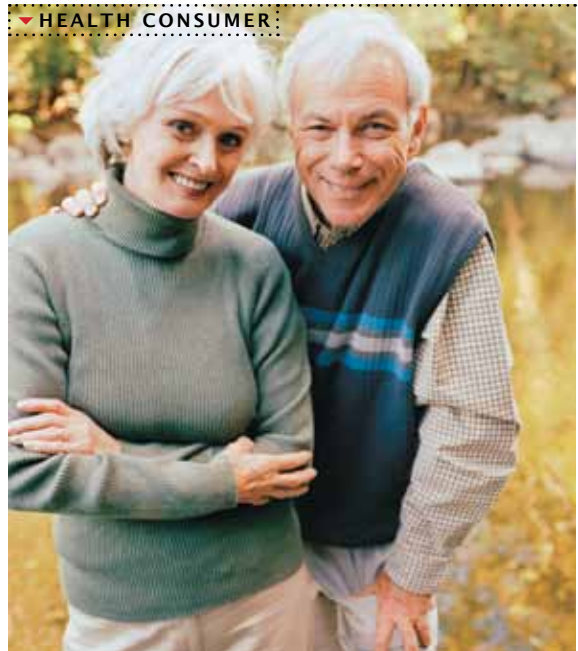
## need CARE quick?

KNOW YOUR OPTIONS FOR THE RIGHT CARE IN THE RIGHT PLACE

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

### 1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care, or your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.



**ALMOST 1 OUT OF 10 CHILDREN HAVE ASTHMA.**

**LONG-TERM MEDICATIONS**

■ Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

**RESCUE MEDICATIONS**

■ Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



**JOIN US** UnitedHealthcare Great Lakes has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call 1-800-903-5253 (TTY 711).

**2. WHEN SHOULD YOU GO TO URGENT CARE?**

If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients for many kinds of illnesses or injuries. They can perform some kinds of medical tests on site. Many urgent care centers are open at night and on weekends.

**3. WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?**

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go to the emergency room with a minor problem, you may have to wait a long time while they treat serious cases first.



**YOUR DOCTOR** Your doctor's name and phone number are on your UnitedHealthcare Great Lakes ID card.

**it's your choice**

**GIVING CONSENT TO MEDICAL TREATMENT**

**You have the right to make your own medical decisions.** Your provider will explain your treatment choices to you in a way that you can understand. You also have the right to say no to treatment. You may be asked to sign a form saying "yes" to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. There are two kinds:


- A **LIVING WILL** is a paper that explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot make your own decisions about life support. For example, it says whether or not you would want a machine to help you breathe.
- A **DURABLE POWER OF ATTORNEY** is a paper that lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you any time you become temporarily or permanently unable to make medical decisions. You can also have a durable power of attorney for mental health care.



**WRITE IT DOWN** Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available at [www.caringinfo.org/stateadownload](http://www.caringinfo.org/stateadownload). Give copies of the form to your providers and someone you trust and keep one for yourself.

## your voice matters

**You may get a survey from us in the mail.** It asks questions about how happy you are with your health plan. If you get a survey, please fill it out and mail it back. Your answers will be confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

 **SURVEY SAYS** If you would like to see the results of previous surveys, visit [www.uhcgreatlakes.com](http://www.uhcgreatlakes.com). Or, call customer service at 1-800-903-5253 (TTY 711) to ask us to mail you a copy.



## AT YOUR service

**UnitedHealthcare Great Lakes Health Plan wants you to know that we work hard to make our health plan better for you and your family.** We want you to get the care you need when you need it, with the providers you want. It is our goal that when people ask you which health plan you prefer, you say: "UnitedHealthcare Great Lakes. It's great coverage!"

**WE SPEAK YOUR LANGUAGE** Interpretation and translation services are free to our members. We have staff who can speak to you in English, Spanish or Arabic. Call us at 1-800-903-5253 for translation and interpretation services.

Nosotros hablamos Español. Llámenos al 1-800-903-5253.


1-800-903-5253 لديها اشخاص يتكلمون العربية, الرجاء الاتصال بنا على الرقم التالي

**WE'LL TAKE YOU THERE** If you do not have a ride to get medical care and services, UnitedHealthcare Great Lakes may provide free transportation. Just call four days in advance to set up your ride. If there is a bus service near you, you may be asked to use it unless there is a medical reason that you cannot do so. If you need an urgent ride to your doctor's office or an urgent care center sooner than the four-day advance notice, call us and we will help you. Call 1-877-892-3995 directly.

**YOU AND YOUR PCP** We want you to be happy with your primary care provider (PCP). You and your PCP will work together for all your medical care. If you want to change your PCP, just call customer service.

## MiChild

**UnitedHealthcare Great Lakes Health Plan has a new plan for kids.** Michigan MiChild offers covered benefits and services with no deductibles or co-payments. If your child qualifies for the Michigan MiChild program and you live in Wayne, Oakland or Macomb county, your child may be able to join the UnitedHealthcare Great Lakes plan.

 **YOUR CHILD** If you have questions about UnitedHealthcare Great Lakes, call 1-800-477-0001.



**NEED HELP?** Please call UnitedHealthcare Great Lakes customer service at 1-800-903-5253. Visit our website at [www.uhcgreatlakes.com](http://www.uhcgreatlakes.com).



## info, please

UnitedHealthcare Great Lakes makes it easy for you to get information about your benefits and providers. Here are three resources you can use.

### OUR NEW WEB SITE

Visit [www.uhcgreatlakes.com](http://www.uhcgreatlakes.com) for:

- the most up-to-date health care benefits and coverage information.
- a current list of our doctors, hospitals and other health facilities, plus maps to these providers.
- the current Member Handbook.
- information about health care services covered by the plan.

### PROVIDER DIRECTORY

Use the Provider Directory to find a doctor or other provider. Search by name, gender, language spoken and city.

### MEMBER HANDBOOK

The Member Handbook lists covered services. It also tells you where you can get help from Michigan Medicaid if a service is not covered by UnitedHealthcare Great Lakes.



**GET A COPY** Call customer service at 1-800-903-5253 to ask for a Member Handbook or Provider Directory.

# fraud, waste AND abuse

## IF YOU SEE SOMETHING, SAY SOMETHING

Most UnitedHealthcare Great Lakes Health Plan members and providers are honest. However, even a few dishonest people can cause big problems. If you know fraud, waste or abuse is taking place, you must tell someone. You don't have to give your name.

### FRAUD, WASTE AND ABUSE FOR MEMBERS INCLUDES:

- sharing their UnitedHealthcare Great Lakes ID or MIhealth card.
- using transportation services for something other than health care.
- selling or giving your prescription medicine to anyone else.
- altering a prescription, referral or medical record.

### FRAUD, WASTE AND ABUSE FOR PROVIDERS INCLUDES:

- billing UnitedHealthcare Great Lakes for services that were never given.
- billing UnitedHealthcare Great Lakes two or more times for the same service or using improper coding.
- ordering tests or services you don't need.
- receiving payment for making patient referrals.
- giving false information about credentials, such as a college degree.

### HOW TO REPORT FRAUD, WASTE AND ABUSE

You will need to identify what you observed, when you observed it, who was present and any further information that may be helpful. UnitedHealthcare Great Lakes employees must report when they suspect a policy or the law has been broken. We have a "no retaliation" policy. We look at suspected fraud, waste and abuse when we are told about it. We report it to the right authorities as required by law.

Tell us in one of the following ways if you suspect fraud, waste or abuse:

#### ■ CALL OR WRITE:

The State of Michigan  
Medicaid Integrity Program Section  
Capital Commons Center Building  
400 S. Pine, 6th Floor  
Lansing, MI 48909  
517-335-5239 or toll-free  
1-866-428-0005

#### ■ CALL OR WRITE:

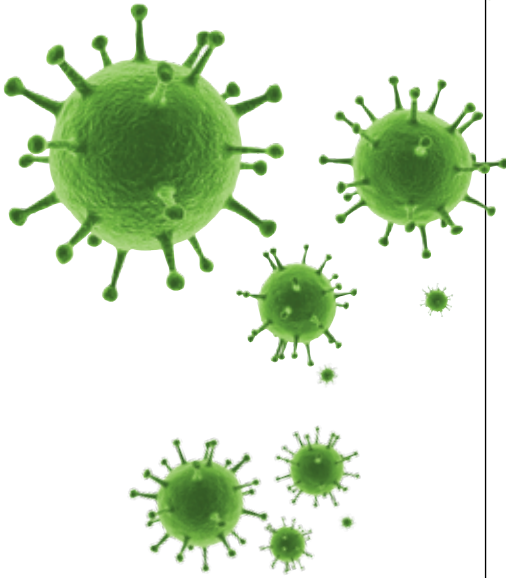
Compliance Officer  
UnitedHealthcare Great Lakes Health Plan  
26957 Northwestern Hwy., Suite 400  
Southfield, MI 48033  
Toll-free 1-800-903-5253

### IF YOU SEE AN EOB

Some UnitedHealthcare Great Lakes members may get an Explanation of Benefits (EOB). This is not a bill. It shows medical services that were billed for you and how we paid them. Help fight fraud, waste and abuse by reading any EOBs you get. Tell us if you do not think you had the services shown on the EOB.



PREVENTION



## in season

### IT'S NOT TOO LATE TO FIGHT THE FLU

**The flu season has begun.** The best way to prevent the flu is with a flu shot. It's not too late to get one. It's recommended for everyone aged 6 months and older.

Take care of yourself during flu season with good nutrition, exercise and rest.

This can help keep you strong enough to fight the flu. You can also avoid getting or spreading the flu virus with these tips:

- Stay away from people who have the flu.
- Stay home when you are sick. Don't go out until you are fever-free for 24 hours.
- Wash your hands often.
- Cough or sneeze into your elbow.
- Don't touch your eyes, nose or mouth.

**GOING VIRAL** If you get the flu, ask your doctor about antiviral drugs. They can make the flu milder or shorter. They may also prevent complications. Children under 5 years old and people with chronic conditions can especially benefit from antiviral drugs.

BABY BASICS



# babyFACE

## START YOUR BABY ON THE PATH TO PREVENTION

**Babies grow and change quickly.** That's why it's important for your child to have regular visits with his or her primary care provider. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

These visits make sure your baby is healthy and growing well. They are also a good time for you to ask about your baby's development and behavior. By age 2, your child should have 10 well-baby (EPSDT) visits. Ages for these visits are:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months

### BABY'S BEST SHOT

By age 2, your child should be protected from 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

**STEP ONE** UnitedHealthcare Great Lakes has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women and new moms can join. See page 8 to learn how you can earn prizes with Healthy First Steps. Visit [www.uhcgreatlakes.com](http://www.uhcgreatlakes.com) or call 1-800-903-5253 to learn more about Healthy First Steps.

## DO VACCINES CAUSE AUTISM?

# Q&A

**No.** Any potential link between autism and vaccines has been studied. Study results show that vaccines do not cause autism. Experts with the American Academy of Pediatrics, the Centers for Disease Control and other agencies agree with these studies.





## HOWDY, PARTNERS

We keep looking for ways to make our health plan better for you and your family. We now have two new partners to help us provide your benefits.

### ■ NEW PHARMACY BENEFIT MANAGER

Prescription Solutions is now managing your pharmacy benefits. You can go to any UnitedHealthcare Great Lakes pharmacy. Call 1-800-903-5253 for help.

### ■ NEW BEHAVIORAL HEALTH PROVIDER

United Behavioral Health (UBH) is now managing your mental health and substance abuse benefits. You can still see many of the UnitedHealthcare Great Lakes behavioral health providers you have always seen. Call 1-800-903-5253 to be referred to a UBH provider.

## ▼ ABOUT YOUR PLAN



## GET fit

### YOUR GLOBALFIT HEALTHY LIVING BENEFIT

**Keeping yourself fit is an important part of keeping yourself healthy.** UnitedHealthcare Great Lakes wants to help you in every way we can. That's why we've arranged for you to have special membership benefits through GlobalFit's network of health clubs. All you have to do to get a special membership is let them know you are a UnitedHealthcare Great Lakes member (use your ID number).

**HIT THE GYM** To find the GlobalFit health club closest to you, visit [www.globalfit.com](http://www.globalfit.com) or call GlobalFit at 1-800-294-1500.

## ▼ PREVENTION



# health<sub>ON</sub>time

GET THE CARE YOU NEED WHEN YOU NEED IT

**See your doctor every year to help keep you healthy at any age.** Your doctor will do an exam and order tests and shots for you. This may help keep you from getting sick. UnitedHealthcare Great Lakes wants you to get the services you need to stay healthy. Here's what Michigan Medicaid says you should get and when:

- **LEAD TESTING:** Children should be tested for lead poisoning at least twice. Tests are done just before a child turns 1 and 2 years old. If your child is over 2 years old and has never had a lead test, have him or her tested right away.
- **WELL-CHILD VISITS:** Children need to see their doctor at least one time every year. Babies and toddlers need to go more often. The doctor will give your child necessary shots and a well-child checkup.
- **PREGNANCY CARE:** Pregnant women need to see a doctor to start prenatal care in the first 12 weeks of becoming pregnant. After the baby is born, they need to see their doctor within three to six weeks for a postpartum checkup. They also need to take newborns to the doctor by 1 week old.
- **WOMEN'S HEALTH:** Women should have women's health visits each year. At this visit, females aged 16–25 years should have a chlamydia test. This can be a urine test or a pelvic exam. Females who are sexually active should also have a Pap smear every year. Women aged 40 and older need to have a mammogram every one or two years.
- **DIABETES CARE:** Every person with sugar diabetes needs to get an eye exam and diabetic lab test every year.



**IT'S FREE** These services are all FREE to UnitedHealthcare Great Lakes members! You can also get a FREE ride to get any of these services. Call 1-877-892-3995 to set up your FREE ride.



# do THE right THING

UNITEDHEALTHCARE GREAT LAKES INCENTIVES AND RAFFLES

**UnitedHealthcare Great Lakes Health Plan wants you and your children to get important preventive care.** That's why we offer incentives. You can earn prizes for getting prenatal or postpartum care on time. Your child can win by getting tested for lead and having a well child visit with a BMI check. We send out prizes after all information is verified. Here's how you can get incentives and win raffles.

**PRENATAL CARE:** When you visit your PCP or UnitedHealthcare Great Lakes OB/GYN before you are 12 weeks pregnant or within 45 days of joining UnitedHealthcare Great Lakes, let us know. We will send you a Target gift card. Your name will also be entered in a monthly drawing for a \$150 MasterCard gift card.

**POSTPARTUM CARE:** If you have your postpartum visit on time, you can get another Target gift card. Your name will also be entered in a monthly drawing for a \$150 MasterCard gift card. Call your OB doctor's office right after you deliver your baby. Tell them you need to be seen within three to six weeks after you deliver your baby. If you had a cesarean delivery (c-section), your doctor may want to see you one to two weeks after you had your baby and again in three to six weeks.

**LEAD SCREENING:** UnitedHealthcare Great Lakes quality outreach staff will call you when your child needs to get his or her second lead screening. Michigan Medicaid requires this screening be completed before your

child turns 2 years old. We will also send you a form to take to your child's PCP. Once the lead screening is complete, have the form signed and send it back to us. We will send you a Target or McDonald's gift card. Your child's name will also be entered in a monthly drawing for a \$150 MasterCard gift card.

**WELL CHILD EXAM WITH BMI CHECK:** Talk to your child's PCP at his or her next scheduled visit. Find out if your child needs to have a BMI check. If it's time for one, ask your PCP to send us a bill with codes in the range of V85.0-V85.5. Your child will be entered in our raffle to win a WiiFit by Nintendo®! There is one winner every three months.

## WE HAVE WINNERS!

### \$150.00 MASTERCARD GIFT CARD PRENATAL & POSTPARTUM WINNERS

- May 2010: Teyonate H. of Albion
- June 2010: Michelle G. of Wyandotte
- July 2010: Samantha C. of Berlin
- August 2010: Nicole S. of Ira
- September 2010: Brandy H. of Port Huron

### \$150.00 MASTERCARD GIFT CARD LEAD SCREENING WINNERS

- May 2010: Rayann S. of Southfield
- June 2010: Isaiah A. of Port Huron
- July 2010: Olesia C. of Clinton Township
- August 2010: Blaine H. of Decker
- September 2010: Niklas S. of Saginaw

### WiiFIT BY NINTENDO® WELL CHILD EXAM WITH BMI CHECK WINNERS

- 4th Quarter 2009: Carlos B. of Saginaw
- 1st Quarter 2010: Gabrayla W. of Detroit
- 2nd Quarter 2010: Anthony A. of Warren
- 3rd Quarter 2010: Miley R. of Roseville

