



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



Such services are funded in part with the State of NM.

## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com](http://myuhc.com). You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## The right care

### How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

If there is a question about whether a service is needed, a doctor will review the request. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-877-236-0826 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.



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# Before baby

## Have a healthy pregnancy.

Nearly one third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for possible problems that you might not have symptoms for. If you are at risk, your provider may recommend some of the following tests for you:

- **FIRST VISIT:** Your blood will be drawn to check your blood type and test for anemia (low iron). Your blood will also be tested for certain STDs and immunity to German measles and chicken pox.
- **EVERY VISIT:** Your urine will be checked for protein and sugar. Too much sugar in your urine could mean you have gestational diabetes. Protein in your urine could signal preeclampsia, which is very high blood pressure in pregnancy. Your provider will also check your blood pressure and weigh you at each visit.
- **18–20 WEEKS:** You will probably have at least one ultrasound. An ultrasound uses sound waves to examine the fetus, placenta and amniotic sac for potential problems. It may also show the sex of the baby.
- **24–28 WEEKS:** Most providers order a glucose screening to check for gestational diabetes. Additional tests may be needed if your pregnancy is high risk or there seems to be a problem.



**Take the first step.** UnitedHealthcare Community Plan has programs to support pregnant women and new mothers. Contact the Maternal Child Health program to learn about these programs, including Baby Blocks, new mother benefits and prenatal member rewards. Call **1-877-236-0826 (TTY 711)**.

## BY THE BOOK

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about network providers.
- how your prescription drug benefits work.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- your member rights and responsibilities.
- our privacy policy.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



**Get it all.** You can read the Member Handbook online at [myuhc.com/Community Plan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-877-236-0826 (TTY 711)** to request a copy of the handbook.



# Sneezing season

Springtime is allergy time.

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- runny nose
- itchy nose or throat
- coughing
- wheezing or worsening asthma
- red, itchy or watery eyes

Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. And children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.



**Learn more.** To learn more about allergies and other children's health topics, visit **Kids Health.org**.



## Ask Dr. Health E. Hound

**Q: When does my child need to see the PCP?**

**A:** It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Take your baby for well-child visits at the following ages:

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

Then, take your child or teen to his or her PCP every year.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health.



**Beat the rush.** If your child is due for a checkup, call to make an appointment today. Your child's PCP is listed on his or her member ID card. Try not to wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.



## Personal touch

Lovelace Health System is part of the UnitedHealthcare Community Plan provider network. One benefit Lovelace offers to its patients is the Lovelace Care Concierge. Patients can call the concierge to make an appointment with a provider or find a specialist. A Lovelace Care Concierge will call after the appointment. The concierge can help arrange any tests or follow-up care a patient may need.



**Just call.** Call the Lovelace Care Concierge at **505-727-2727** or **1-888-727-2701**. For more information on Lovelace hospitals and services, visit **Lovelace.com**.



## HELP US HELP YOU!

A Health Risk Assessment (HRA) is a survey about your health. This short survey helps us understand your health needs so that we can better serve you. If you have not taken an HRA, please call us immediately at **1-877-236-0826 (TTY 711)**.



## New for 2015

### Extra benefits for our members

UnitedHealthcare Community Plan has added the following programs for 2015:

- All members ages 19 and older can get \$50 for participating in wellness programs. You can get reimbursed once per year for gym memberships, exercise classes, smoking cessation classes, and healthy eating or healthy cooking classes.
- Members of any age have either transportation services or a \$0.50/mile reimbursement. This can be used for trips to and from your doctor, hospital, behavioral health provider or pharmacy.
- Pregnant members can join the Baby Blocks program. Go to your prenatal care appointments to earn rewards. You will receive your choice of a case of diapers, a car seat or a travel crib.
- Members receiving personal care services can get a once-per-year \$50 reimbursement for cell phone minute purchase or use.



**It's in the book.** All of these benefits and many more are explained in your Member Handbook. Look for your 2015 UnitedHealthcare Centennial Care Member Handbook. If you do not have one, please call Member Services at **1-877-236-0826** or **(TTY 711)**.

# CAGEd in

## Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If you answer yes to any of these questions, you may have a problem.



**Need help?** Alcoholism and drug addiction need to be diagnosed and treated by the right providers. If you think you may need help, call **1-877-236-0826 (TTY 711)** toll-free to learn how to use your behavioral health benefits.



## Stay on your toes

According to the Centers for Disease Control and Prevention, more than one in three people age 65 and older fall each year. Here are some tips to help keep you on your feet:

- **TALK TO YOUR DOCTOR.** He or she can check to see if your medications are making you dizzy or drowsy.
- **EXERCISE REGULARLY.** Being active can keep you strong and improve balance.
- **GET YOUR VISION CHECKED EACH YEAR.** Wear the right glasses or contact lens prescription.
- **EAT FOR BONE HEALTH.** Get plenty of calcium and vitamin D from dairy products and green vegetables.
- **REMOVE HOME HAZARDS.** Throw rugs and clutter can cause you to trip.
- **TURN UP THE LIGHTS.** Low lighting can hide tripping hazards.
- **ADD HANDRAILS TO STAIRS AND HALLWAYS.** Install grab bars by the tub and toilet.



**Talk it up.** Be honest with your provider about any falls you have, even if you don't get hurt. Tell your provider if you ever feel dizzy or unsteady. Your PCP can help you prevent falls.

## Resource corner

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

**1-877-236-0826 (TTY 711)**

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

**1-877-488-7038 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**myuhc.com/CommunityPlan**

### **National Dating Abuse Helpline**

Teens can ask questions and talk to a teen or adult (toll-free).

**1-866-331-9474**

**(TTY 1-866-331-8453)**

### **National Domestic Violence Hotline**

Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233**

**(TTY 1-800-787-3224)**

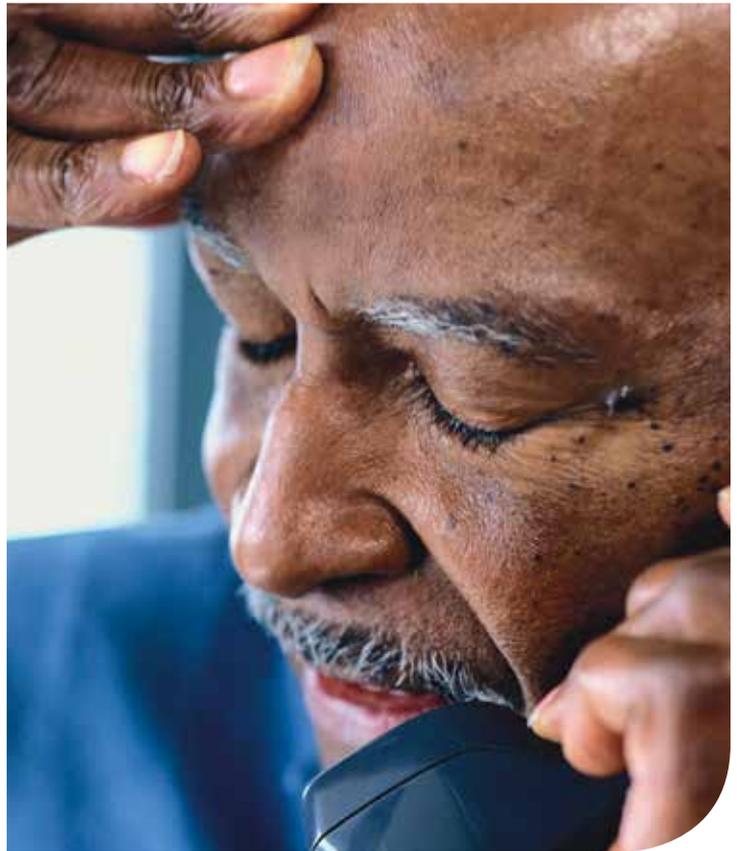
**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW**

**(1-800-784-8669)**

**The Trevor Hotline** Get suicide prevention counseling aimed at lesbian, gay, bisexual, transgender and questioning youths, 24/7 (toll-free).

**1-866-488-7386**



## Is it a stroke?

### Know the signs.

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- numbness or weakness of face, arm or leg
- confusion, trouble speaking or understanding
- vision changes in one or both eyes
- trouble walking or staying balanced
- severe headache
- double vision or drowsiness
- nausea or vomiting

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, he or she may not be able to:

1. smile
2. raise both arms
3. coherently speak a simple sentence



**Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.