

# health TALK

WINTER 2009



## did you know?

**Generic drugs may look different than brand-name drugs, but they act the same.** They have the same active ingredients. They meet the same quality standards. They are just as safe. In fact, the same company that makes the brand-name drug often makes the generic version, too.

A PUBLICATION JUST FOR YOU FROM

# UnitedHealthcare®



A UnitedHealth Group Company

¡VOLTEE PARA ESPAÑOL!

UnitedHealthcare of The Mid-Atlantic  
6095 Marshalee Drive, Suite 200  
Elkridge, MD 21075

PRSR STD U.S. Postage  
**PAID**  
AmeriChoice  
United Health Group

### ▼ ABOUT YOUR PLAN

## NEW members

### MEET YOUR UNITEDHEALTHCARE REPRESENTATIVE

**Come out and meet your UnitedHealthcare representative and receive a mini benefit orientation in person at any of our customer service hub sites. Some upcoming orientation dates are:**

- **Thursday, February 26**  
Catholic Charities of Montgomery County  
12247 Georgia Avenue in Wheaton  
10 a.m.-noon
- **Monday, March 9**  
Charles County Children's Aid Society  
3000 Huntington Circle in Waldorf  
10 a.m.-noon



Your UnitedHealthcare representative will be able to answer any questions you have about:

- **your NEW Medicaid and/or Primary Adult Care Program (PAC) benefits.**
- **your additional UnitedHealthcare benefits.**
- **choosing a doctor and much more.**



**JOIN US** To find out additional dates, times and locations where you can meet your representative, call toll-free 800-487-7391, ext. 410-540-4328.

▼ PREVENTION



# a ONE-TWO punch

POWERFUL PREVENTION FOR CERVICAL CANCER

**More than 11,000 women will find out they have cervical cancer this year.** Hispanic and African American women are more likely to get it. But here's the good news: There are two powerful tools for prevention and early detection.

**CHECK IT OUT** Pap tests find cancer early, before there are any symptoms. You should start getting Pap tests at age 21, or three years after you start having sex, whichever comes first. You should get a Pap test at least every three years. If you have had an abnormal Pap test or are at high risk for cervical cancer, talk to your doctor about getting the test more often. Your doctor might also test you for HPV.

**YOUR BEST SHOT** About 70 percent of cervical cancers are caused by the human papillomavirus (HPV). HPV is very common. You get it from unprotected sex. Now, there's a vaccine for HPV. Girls and women aged 9 to 26 should get it. It works best when given to girls well before they become sexually active.



**TAKE CHARGE** Talk to your doctor about getting cancer screenings. For more information about cancer, call the National Cancer Institute at 800-4 CANCER or visit [www.cancer.gov](http://www.cancer.gov).

▼ MENTAL HEALTH



## FEELING blue?

YOU DON'T HAVE TO

**Depression is more than feeling blue for a few days.** It is a serious illness. More than 15 million Americans have it.

Some signs include:

- a sad mood that doesn't go away
- not wanting to do things you once enjoyed
- eating much more or less than you used to
- trouble sleeping or sleeping too much
- lack of energy
- a hard time thinking
- thinking about death or suicide

Depression can be treated. Medication can help. So can therapy. You can also try lifestyle changes. Exercising, getting enough sleep and eating healthy may improve your mood.

**GET HELP** If you have symptoms of depression most of the time for more than a few weeks, talk to your doctor.

▼ CHRONIC CONDITIONS

► MORE THAN 17 MILLION HEALTH CARE VISITS EACH YEAR ARE DUE TO ASTHMA.



## it's a plan

UNDERSTANDING YOUR ASTHMA TREATMENT

**There's no cure for asthma, but proper care can help you live a normal life.** If you have asthma, it's important to follow your doctor's orders.

Asthma care can seem complicated. There might be different pills and inhalers. You might use a peak flow meter to test your breathing. You might keep an asthma diary to help you find out what causes your asthma to get worse.

A written asthma action plan can help you simplify and understand your asthma care. It should tell you what medicines to take and when to take them. It should help you know if you should stop what you are doing if you don't feel well. The plan should tell you when to call your doctor and when you need emergency care.

### THE THREE-ZONE ASTHMA PLAN





# Get the Lead Out

HOW TO KEEP YOUR CHILD SAFE FROM LEAD POISONING

Even small amounts of lead can be dangerous to young children. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. Each year, about 310,000 kids are found to have high lead levels. The good news is that lead poisoning can be prevented.

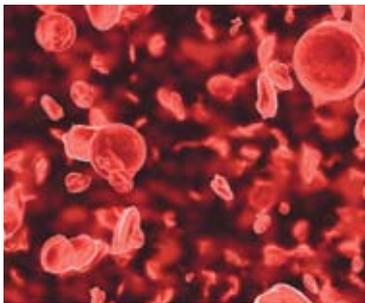


## WHERE DOES LEAD COME FROM?

Most of the lead that children are exposed to comes from paint. When old paint with lead in it flakes or wears away, it is dangerous. The dust or chips can get on children's hands, and then into their mouths. Painted toys, ceramics or other products made outside the U.S. can also have lead.



## WHAT IS LEAD POISONING?



Lead can be swallowed or inhaled. When lead gets into the body, it can end up in the blood, bones or organs. Usually, there are no symptoms of lead poisoning. Over time, lead poisoning can lead to lower intelligence, slow growth, learning disabilities and other problems.

## HOW CAN YOU PREVENT LEAD POISONING?

If you live in a home built before 1970, ask your local health department to test your walls and water for lead. Dust with a wet cloth. Help your child develop good hand-washing habits at an early age. And, most importantly, have your child tested for lead when your doctor recommends—at least twice before the age of 2.



**CHECK IT OUT** The American Academy of Pediatrics says kids should get tested for lead at the ages of 1 and 2 years. Ask your doctor if your child needs to be tested.

 **BREATHE EASY** If you have asthma, talk to your doctor about getting an asthma action plan. If you already have an asthma action plan, make sure it's up-to-date and that you are using it.

Your doctor can give you directions for exactly what each zone means for you.

**RED = STOP** Your symptoms are bad. Get medical help right away.

**YELLOW = CAREFUL** You are having some symptoms. Use your quick-relief medication.

**GREEN = GO** You're feeling OK. Keep using your preventive medication.



## we asked, you answered

Every year, you get a survey that asks how satisfied you are with UnitedHealthcare. Your answers help us to make decisions that result in better health care for you. Thank you for taking the survey.

We listened. As a result of your answers, we plan to improve our customer service and help you get needed care quickly. We are also working with your doctor to improve the quality of service you receive at your doctor's office. UnitedHealthcare is striving to do better and make a difference in serving you.

 **TELL US** Have questions, comments or concerns about your health plan? Call UnitedHealthcare Member Services at **800-318-8821**.



## important numbers

**UNITEDHEALTHCARE MEMBER SERVICES**  
**800-318-8821**

**UNITED BEHAVIORAL HEALTH**  
**888-291-2507**

**PUBLIC MENTAL HEALTH SYSTEM (MAPS-MD)**  
**800-888-1965**

**TRANSPORTATION**  
**800-318-8821**

**UNITEDHEALTHCARE DENTAL**  
**877-816-3596**

**HEALTHY FIRST STEPS**  
**800-714-3519**

**DEPARTMENT OF SOCIAL SERVICES**  
**800-332-6347**

**STATE HEALTH CHOICE ENROLLEE ACTION LINE**  
**800-284-4510**

### INTERPRETER SERVICES

If English is not your native language, please call Member Services to request an interpreter for your medical visits.



## TELL US IF YOU KNOW SOMEONE IS CHEATING

**Most UnitedHealthcare HealthChoice members and providers are honest.** However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed. If you know fraud or abuse is taking place in the HealthChoice program, you must contact HealthChoice. However, your privacy will be protected because you don't have to give your name.

### FRAUD AND ABUSE FOR HEALTHCHOICE MEMBERS CAN BE THINGS LIKE:

- Providing false information or hiding facts to get or keep HealthChoice.
- Letting someone else use your HealthChoice ID card.
- Selling or giving your prescription medicines to anyone else.

### FRAUD AND ABUSE FOR HEALTHCHOICE PROVIDERS CAN BE THINGS LIKE:

- Billing UnitedHealthcare for services that were never given.
- Billing UnitedHealthcare two or more times for the same service.

### HOW TO REPORT FRAUD AND ABUSE

Tell us in one of the following ways:

- UnitedHealth Group maintains a 24-hour toll-free telephone line, known as the Compliance HelpLine, at **800-455-4521**. Callers may choose to remain anonymous.
- Call the HealthChoice fraud hotline at **866-654-4421**.
- Go online to [www.dhmm.state.md.us](http://www.dhmm.state.md.us), then click on "Report Fraud" located under "Quick Links."
- Write to DHMM Medicaid Program Integrity Recipient Fraud and Abuse Unit  
201 West Preston Street  
Baltimore, MD 21201
- Send a fax to **410-333-5326** or **410-333-7194 (TTY)**.