



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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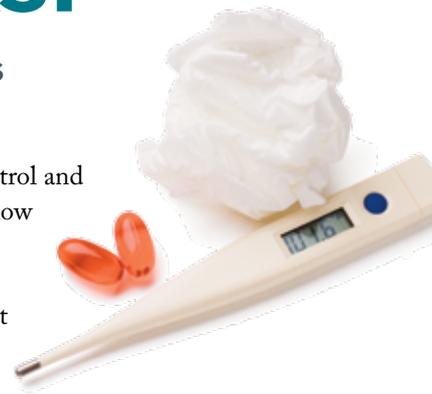
It works!

The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses.
- 5.8 million doctor visits.
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



Get yours. Flu shots are available in many locations. Need to find one that accepts your child's health plan? Visit UHCommunityPlan.com/hawk-i or call **1-800-464-9484 (TTY 711)**.



All in the timing

How long should you wait for an appointment?

When you call to make an appointment for your child, tell the office why he or she needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- Emergency: the same day
- Urgent PCP visit: within 48 hours
- Routine PCP visit: within 3 weeks
- Specialist visit: within 30 days



Need help? If you are having trouble getting an appointment with your child's provider, let us know. Call Customer Service at **1-800-464-9484 (TTY 711)**.

Ask Dr. Health E. Hound

Q. How can I tell if my child has a concussion?

A. A concussion is a brain injury caused by a blow to the head. Symptoms can start shortly after the injury or come later. They include:

- trouble thinking or remembering
- headache
- dizziness
- vision problems
- feeling irritable, sad or nervous
- being very tired

Your child's regular provider can treat most concussions. But some symptoms need care right away. Take your child to an urgent care center if he or she has a headache that gets worse and does not go away, repeated vomiting, weakness, numbness or slurred speech. Extreme sleepiness, seizures, loss of consciousness or worsening confusion need emergency care.

Recovery from a concussion can take days, weeks or longer. A second concussion before fully recovering from a first one can be more serious. It's important to wait until a doctor says it's OK to return to sports or other activities fully.





We care about quality

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-464-9484** (TTY 711).



The last shot

Teens finish their vaccines at age 16.

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



Check out checkups. Pre-teens and teens need check-ups every year. They will get any shots they need at these visits. Need to find a doctor for your teen? Use the provider directory at UHCommunityPlan.com/hawk-i.

DRIVEN TO DISTRACTION

All kids get antsy sometimes. They don't always pay attention. But some kids may have these problems most of the time. Their behavior can cause problems at home or school.

If your child has at least five of these symptoms at home and at school, talk to his or her doctor about ADHD:

- gets distracted easily
- changes activities quickly
- forgets things often
- can't follow directions
- doesn't finish tasks
- loses things often
- talks too much
- can't sit still for long
- runs around a lot
- touches everything
- is very impatient
- can't control his or her feelings



Network News

The children of our community deserve nothing less than the very best health coverage. With UnitedHealthcare **hawk-i**, you get to choose from a large network of high quality doctors and hospitals across Iowa. You do not have to worry about referrals as long as you use network providers.

We are always working to add providers to the UnitedHealthcare **hawk-i**, network to ensure you have choices for your child's health care. We are pleased to tell you that the following providers joined our network:

- Sanford Health, with hospitals and doctors in nine counties across Iowa
- Orange City Hospital and doctors
- Story County Medical Center
- Children's Hospital and Medical Center

You can contact these providers to schedule an appointment.



Find Dr. Right. To find providers in your area, go to **UHC CommunityPlan.com**, select Iowa, then UnitedHealthcare **hawk-i**. If you have questions, or need help finding a doctor, please call Customer Service at **1-800-464-9484**. This number is also listed on the back of your child's UnitedHealthcare **hawk-i** member ID card.



Partners in Healthy Habits for Life



Everyday activity ideas

You can show your child that moving is something the whole family can do together. When you share your excitement, your child will be more eager to join in, too! Staying active is easier than you think. Check out the tips below for fun, simple ways to include more movement into your family's day.

- **READY, SET, STRETCH!** Get a healthy start doing fun stretches together in the morning.
- **HAVE FUN GOING PLACE TO PLACE.** Instead of walking to the store, encourage your child to jump like a frog or hop like a bunny.
- **TOSS THE TRASH.** Make a ball out of a crumpled page of an old magazine. Encourage your child to throw the ball as far as he can, and run to get the ball.
- **MOVE AND GROOVE TOGETHER.** An easy way to get moving is to turn up the music and dance!



What's next? Check out sesamestreet.org/healthyhabits for more tips, videos and tools to help keep your child active.

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