



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



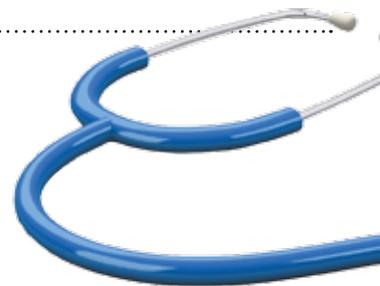
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It's your choice

We have health insurance for families.

Do you need health insurance? If your children get Medical Assistance benefits, you may also apply for health insurance for yourself. It's through the Medical Assistance Program for Families (HealthChoice). For example, a family of 4 earning up to \$25,600 a year may be eligible. This program covers the whole family. Children and adults can get doctor visits, medicine, and dental and vision care.



Do not wait! For more information, call UnitedHealthcare toll-free at **1-877-223-6485**.

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Flu fighters

Arm your family against the flu.

Fall has arrived — and so has flu season. The fever, muscle aches and other flu symptoms aren't just uncomfortable for you and your child. It can mean serious complications, especially for young children.

Protect your family. Make sure everyone gets the new flu vaccine every year. The U.S. Centers for Disease Control and Prevention recommends the yearly vaccine for everyone age 6 months and older. It can lower the risk of complications. It can prevent time off school and work. Ask your pediatrician about when this season's vaccine is available.



Don't wait! Talk to your child's doctor about the new flu vaccine. Need to find a new doctor for your child? See the provider directory at www.uhccommunityplan.com or call member services at **1-800-318-8821 (TTY 711)**.

3 REASONS TEENS NEED CHECKUPS

1. IMMUNIZATIONS:

Teenagers need shots for meningitis, whooping cough and HPV. Some teens need to catch up on shots they missed as children.

2. PUBERTY: The doctor will make sure your teen is developing well. Your teen can ask questions about changes in his or her body.

3. EDUCATION: The doctor will talk to your teen about important issues like safety, sexual health, and avoiding violence, drugs and alcohol.

Your teen should feel comfortable with his or her doctor. Some teenagers prefer a doctor who is the same sex as them. Sometimes, the pediatrician who was great with your young child is not a good fit for your teen. Change doctors if you need to.



Time for a new doctor? See the provider directory at www.uhccommunityplan.com or call member services at **1-800-318-8821 (TTY 711)**.

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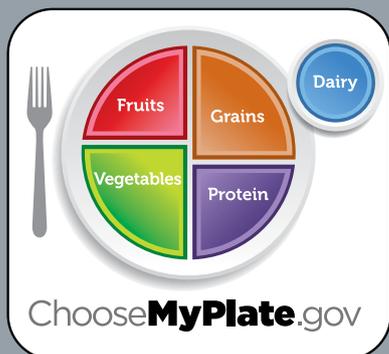
The right care

We want you to get the right care at the right time and the right place. We don't want you to get too little care or care you don't really need. This is called utilization management (UM). We review requests for care. We make sure care is needed and is a covered benefit. Only doctors and pharmacists perform UM. We do not reward anyone for saying no to needed care.

If you have questions about a request, call us. We will explain how UM works and what it means for your care. We can provide language assistance or an interpreter.



Questions on UM? Call **1-800-318-8821 (TTY 711)** toll-free, 24/7. Ask to speak to someone in utilization management. If you call after normal business hours (8 a.m.–5 p.m.), you can leave a voicemail. Someone from the UM team will call you back.



MyPlate

The food pyramid is no more. MyPlate has replaced it. The new system is simpler. It divides the plate into four sections with one side dish.

1. FRUITS AND VEGETABLES:

They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

2. GRAINS: Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

3. PROTEIN: Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

4. DAIRY: Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



Set the table. Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit www.choosemyplate.gov.



Fighting the blues

Children and teens can get depression.

It's normal for children to feel sad sometimes. Teenagers can be moody and sullen. Most of the time, these feelings go away. But for some kids, they don't. This could mean depression.

Depression is a medical problem. It is nothing to be ashamed of. More than 20 million Americans have it. Some signs your child could be depressed include:

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

**1 out of 8
teens are
depressed.**

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



Get treatment. If your child has symptoms of depression most of the time for more than a few weeks, talk to your child's doctor. You can also find a mental health provider by calling United Behavioral Health at **1-888-291-2507**.

Appealing

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with complaints, grievances and appeals.

- A complaint is when you tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



Here's how. See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at www.uhccommunityplan.com. You can also call member services at **1-800-318-8821 (TTY 711)** to ask for a copy.



We care about quality

Programs help you get the care and services you need.

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

In 2010, we improved the number of screenings our members had for cervical cancer. We also saw more of our members get follow-up visits after they were in the hospital for a mental illness. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations, well baby visits, and breast and cervical cancer screenings. We also worked on having more members get other care when needed. This includes prenatal and postpartum visits and asthma and diabetes treatment.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2010 surveys showed that most of our members rate the health care they receive above national averages. We listened to our members. In 2011, we have been working to improve our customer service center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **410-379-3539 (TTY 711)**.

Who to call

UnitedHealthcare Member Services: **1-800-318-8821**

24/7 NurseLine: **1-877-440-0251**

United Behavioral Health: **1-888-291-2507**

Public Mental Health System (MAPS-MD): **1-800-888-1965**

Transportation: **1-800-318-8821**

Healthy First Steps: **1-800-599-5985**

Department of Social Services: **1-800-332-6347**

State HealthChoice Enrollee Action Line: **1-800-284-4510**

Maryland Healthy Smiles Dental Program: **1-888-696-9596**

Adult dental for HealthChoice members ages 21 and over and all Primary Adult Care (PAC) members: **1-888-307-6544**

Interpreter Services: If English is not your native language, please call member services to request an interpreter for your medical visits.

