



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

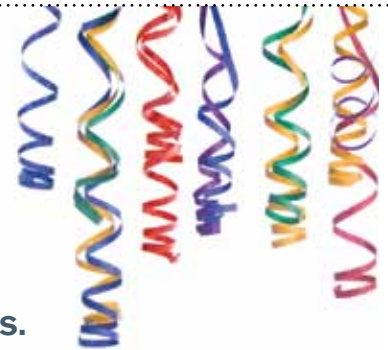
If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058**.



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Baby Blocks



You can earn rewards.

Baby Blocks™ rewards UnitedHealthcare Community Plan members who are pregnant or recently had a baby. It gives incentives for making and keeping important doctor appointments for both mom and baby.

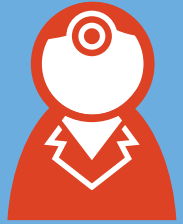
By joining Baby Blocks, you can choose to get a \$20 Old Navy gift card or a cool diaper bag. Stay with the program until baby is 15 months old to earn more rewards — up to eight in all!

JOINING BABY BLOCKS IS EASY

1. Sign up at **UHCBabyBlocks.com**.
2. Choose appointment reminders by text or email.
3. Go to your appointments.



Come again. Keep visiting **UHCBabyBlocks.com** to stay on track and choose your rewards.



MEDICARE PART D UPDATE

Beginning in January 2013, there were some changes to the Medicare Part D pharmacy benefit.

- **NEW DRUG CLASSES ADDED:** Benzodiazepines and barbiturates (for certain conditions, such as epilepsy, cancer and chronic mental health conditions only) are on the UnitedHealthcare Dual Complete Formulary. Generic or brand copays will now apply.
- **FORMULARY ADDITION:** Lifescan OneTouch Meters and test strips have been added to the formulary. To order a Lifescan OneTouch meter call **1-800-285-9814**. Test strips will require a prescription from your doctor, which can be filled at a network pharmacy.
- **COPAYMENT CHANGES:** Copayment amounts are increasing slightly, from \$1.10 to \$1.15 for generic drugs, and from \$3.30 to \$3.50 for brand

drugs. Members taking long-term medications can get a 90-day supply at retail pharmacies, or use OptumRx Mail Order to have their prescriptions delivered to their home.

- **DIABETIC SUPPLIES CHANGE:** Part B diabetic supplies and test strips will be covered 100 percent under the UnitedHealthcare Dual Complete pharmacy benefit. This will result in \$0 copay at the pharmacy for members.
- **FORMULARY DELETIONS:** For 2013, several drugs have been removed from the UnitedHealthcare Dual Complete formulary: Enablex, Pataday, Livalo, OxyContin, and Bayer glucose meters and strips. Members who were taking these drugs were notified in December of these changes and told of alternatives.



A family affair

The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.

There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need a single Tdap booster. Pregnant women should get vaccinated between 27–36 weeks. Anyone who will be around a new baby should also make sure they have had their booster.



See your PCP. Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services at **1-800-348-4058 (TTY 711)**. Or, use our online provider directory at **UHCCommunityPlan.com**.

THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.

? **Questions on UM?** Call Member Services at **1-800-348-4058 (TTY 711)** toll-free. Ask to speak with someone in Utilization Management.

We will explain how UM works and what it means for your care.

Sweet heart



The ABCs of testing for people with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to remember the ABCs of heart disease and diabetes:

A IS FOR A1C. This test (HbA1c) gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

B IS FOR BLOOD PRESSURE. Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.

C IS FOR CHOLESTEROL. Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.

Talk to your PCP about your individual goals, since targets may vary depending on age, gender, diagnosis or other factors.

Are you diabetic? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call **1-800-348-4058 (TTY 711)** to learn about these programs.

Get smart

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 participating 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.
- what copayments or charges you may be responsible for.
- 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 your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.


i **By the book.** You can read the Member Handbook online at **UHCommunityPlan.com**. Or call Member Services at **1-800-348-4058 (TTY 711)** to have a copy of the handbook mailed to you. Remember to update your address and phone number with AHCCCS at all times.



Baby be well

Was your newborn immunized before leaving the hospital? Some Arizona hospitals have recently stopped giving the first dose of hepatitis B vaccine to newborns. If your baby was born at Mercy Gilbert, Flagstaff Medical Center, Havasu Regional Medical Center or Page Hospital, he or she may have gone home without receiving the first hepatitis B shot.

At your baby's first well-child visit, please ask the doctor if your child has already had a hepatitis B shot, or needs to get it that day. Be sure to take your child's immunization record to every visit so you can keep track of what vaccines have been given.

 **Know it all.** Visit cdc.gov to see what shots should be given in the first 15 months of life. To find a doctor or arrange transportation to doctor visits, please call **1-888-664-2777 (TTY 711)**.



Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-877-653-7573 (TTY 711)**.



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This initiative gives families information on lead testing and how to prevent lead poisoning.

Learning about lead can help your whole family stay healthy. Lead might not be something you can easily see, but everyone in your family can work together to keep the lead away.

Lead is a kind of metal that can be found in some common items. If lead gets into the body, it can make people sick, especially young children whose bodies are growing. When lead gets into the body, it is called lead poisoning. Knowing where lead can be found is the first step in keeping it away. Lead might be found in:

- dust
- old ceramic or pewter cookware
- soil
- some toy jewelry and amulets
- peeling paint
- some imported cosmetics, toys
- old pipes
- and crayons

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested before ages 1 and 2.



Learn about lead! Visit sesamestreet.org/lead for more information. Download a *Lead Away!* wallet card plus a special activity for kids!



Partners in Healthy Habits for Life

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