



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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Just joining us?

3 tips for new members

Make the most of your child's benefits. Follow these tips to get off to a great start.

- 1. CARRY YOUR CHILD'S MEMBER ID CARD WITH YOU AT ALL TIMES.**
Show the card every time you go to a doctor, clinic or pharmacy. If you did not get your child's card yet, let us know.
- 2. VISIT YOUR CHILD'S PRIMARY CARE PROVIDER (PCP).**
Call the PCP's office and ask to schedule a checkup within the next 30 days.
- 3. COMPLETE A HEALTH ASSESSMENT.** It takes less than 15 minutes and helps us support your child with the services he or she needs. We will call you to ask questions about your child's health, or you can call us when it's a good time for you.



We're here to help. Call Member Services at **1-800-464-9484 (TTY 711)**. Or visit our website at **UHCommunityPlan.com/hawki**.



THE RIGHT CARE

We want your child to get the right care at the right time and at the right place. We don't want your child to get too little care or care he or she doesn't really need. We also have to make sure that the care your child gets 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 **1-800-464-9484 (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.

A better pill

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.



Does your child take ADHD medicine? Be sure to keep regular appointments with his or her provider. Behavioral therapy and counseling can also help.

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 Tdap shots every 10 years. Pregnant women and adults of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



See your PCP. Ask your child's primary care provider about getting vaccinated. Tdap booster shots are now required for children entering 7th grade in Iowa in the 2013–2014 school year. If your child needs a new PCP, call Member Services at **1-800-464-9484 (TTY 711)**. Or, use our online provider directory at **UHCCommunityPlan.com/hawki**.

Ask Dr. Health E. Hound

Q. How can I keep my child safe at home?

A. You can prevent childhood accidents at home with these tips:

1. WINDOW SAFETY: Prevent falls from windows by keeping windows locked when possible. Make sure that screens and window fans or air conditioners are securely attached. Install window guards if necessary. Keep cords from blinds out of reach of children.

2. BATH TIME: Children can drown quickly in very small amounts of water, so stay with them during their entire bath. Do not walk away for even a moment. Also, be careful with buckets of cleaning water and toilets when children are present.

3. TOY SAFETY: Check cpsc.gov regularly for recalls of toys and children's products. Recalled items may be dangerous. Make sure you buy toys appropriate for your child's age. If a small toy can fit in a toilet paper tube, a child can choke on it.

4. FIRE SAFETY: Install a fire alarm and carbon monoxide detector on every floor of your house. In apartments, put alarms in the kitchen and near the bedrooms. Replace the batteries when you change the clocks for daylight saving time.



Get smart

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

- the benefits and services your child has.
- the benefits and services your child doesn't have (exclusions).
- how to find out about network providers.
- how your child's prescription drug benefits work.
- what to do if your child needs care when he or she is out of town.
- when and how your child 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 child's 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 child's plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



By the book. You can read the member handbook online at UHCCommunityPlan.com/hawki. Or call Member Services at **1-800-464-9484 (TTY 711)** to have a copy of the handbook mailed to you.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-464-9484 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-244-0408 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
UHCommunityPlan.com/hawki

National Dating Abuse Helpline
Teens can ask questions and talk to a teen or adult.
1-866-331-9474



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