



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## GET IT ALL

You can view your Member Handbook, provider directories, benefits and more, all online. Just visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). To register, use your ForwardHealth ID and your group number. Your group number is WIFHMD. Need help registering? Call Member Services at **1-800-504-9660**.



## The right care

### How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-800-504-9660 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.



# Before baby

## Have a healthy pregnancy.

Nearly one third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for potential problems that might not have any symptoms. If you are at average risk, you will likely have the following tests, plus others your provider recommends for you:

- **FIRST VISIT:** Your blood will be drawn to check your blood type and test for anemia (low iron). Your blood will also be tested for certain STDs and immunity to German measles and chicken pox.
- **EVERY VISIT:** Your urine will be checked for protein and sugar. Too much sugar in your urine could mean you have gestational diabetes. Protein in your urine could signal preeclampsia, which is very high blood pressure in pregnancy. Your provider will also check your blood pressure and weigh you at each visit.
- **18–20 WEEKS:** You will probably have at least one ultrasound. Ultrasound uses sound waves to examine the fetus, placenta and amniotic sac for potential problems. It may also show the sex of the baby.
- **24–28 WEEKS:** Most providers order a glucose screening to check for gestational diabetes. Additional tests may be needed if your pregnancy is high risk or there seems to be a problem.



**Take the first step.** Healthy First Steps is a free program for pregnant women and new moms. It provides information and support. Call **1-800-599-5985 (TTY 711)** toll-free or visit **UHCBabyBlocks.com** to find out how you can join. You can also earn rewards for going to provider visits on time.

## BY THE BOOK

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 network 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.
- 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 to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



**Get it all.** You can read the Member Handbook online at **myuhc.com/Community Plan**. Or call Member Services toll-free at **1-800-504-9660 (TTY 711)** to request a copy of the handbook.



# Sneezing season

## Springtime is allergy time.

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- coughing
- runny nose
- wheezing or worsening asthma
- itchy nose or throat
- red, itchy or watery eyes

Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. And children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.



**Learn more.** To learn more about allergies and other children's health topics, visit [KidsHealth.org](http://KidsHealth.org).

## Open wide

A healthy smile leads to a healthy body. Having good teeth makes it easier to eat nutritious foods. It makes you look better and feel better about yourself. And a healthy mouth can help prevent serious problems like heart disease and premature birth.

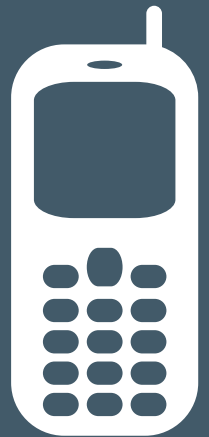
You have dental benefits available to help you keep your teeth and gums healthy. Some parts of the state have dental benefits provided by UnitedHealthcare. Other parts of the state have dental benefits provided by the State of Wisconsin. See your dentist every year for preventive dental care, including:

- checkups
- X-rays (if needed)
- cleanings
- fluoride treatments

You also have benefits to fix your teeth. This may include fillings, root canals, simple extractions, crowns or other dental work. If you need major dental work done, your dentist may have to check with the plan first to make sure it will be covered.



**Smile.** To learn more about the dental benefits in your area, call **1-800-504-9660** or visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## SAFELINK WIRELESS

Don't have a reliable phone? Need to call your doctor? Want to speak to Member Services? Then this program is for you!

UnitedHealthcare Community Plan is pleased to bring you SafeLink Wireless. Our BadgerCare and Medicaid SSI members get all the same benefits of a SafeLink phone, plus more! There are no added costs for:

- unlimited text messages
- calls to UnitedHealthcare Community Plan Member Services

There are no bills with a SafeLink phone. You can buy more minutes at a discount if you run out. You can always call 911 or UnitedHealthcare Community Plan Member Services at no cost to you, even if you run out of minutes.



**Enroll today!** Visit [SafeLink.com](http://SafeLink.com) or call SafeLink at **1-877-631-2550**. Tell them UnitedHealthcare sent you.

## Resource corner

**Member Advocate Hotline** Get local assistance for your concerns (toll-free).

**1-888-246-8140 (TTY 711)**

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-800-504-9660 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-866-827-0806 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**bit.ly/uhc-pregnancy**

**Our website** Use our provider directory or read your Member Handbook.

**myuhc.com/CommunityPlan**

**National Domestic Violence Hotline** Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233 (TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**



# Healthy savings

## Grocery program for Medicaid SSI members

Hey, Medicaid SSI members! Want to save more than \$150 per month on your healthy groceries? Take part in the Healthy Savings program. Here's how it works:

- Medicaid SSI members will receive a Healthy Savings Reward Card in the mail.
- Enroll in the program on the Internet or on a mobile device.
- Your Healthy Savings card is reloaded every Sunday with savings on healthy groceries.
- Use your card at any Pick 'n Save, Copps or Metro Market grocery store.
- Save on healthy grocery items like lean meats, milk, bread, cheese, fruits and vegetables.



**Eat healthy and save!** For more information, visit **UHCWIHealthySavings.com** today!