

THE KEY TO THE GOOD LIFE IS A GREAT PLAN

health TALK

SUMMER 2008



need to know

NEED A NEW PROVIDER DIRECTORY OR MEMBER HANDBOOK?

You can call UnitedHealthcare any time to request a new provider directory and a member handbook. The provider directory has information about doctors, specialists and facilities you can go to in your area. The member handbook has information on how to use your health insurance benefits. Call Member Services at 800-318-8821 to get yours.

A PUBLICATION JUST FOR YOU FROM



¡VOLTEE PARA ESPAÑOL!

UnitedHealthcare of The Mid-Atlantic
6095 Marshalee Drive, Suite 200
Elkridge, MD 21075

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▼ ABOUT YOUR PLAN

speak UP

JOIN THE COMMUNITY ADVISORY BOARD

UnitedHealthcare is looking for members to join our Consumer Advisory Board. The board meets four times a year to discuss how we can improve services for you. We listen to input on our marketing, quality, pharmacy, dental and medical services.

What is in it for you? You get the chance to make a difference! Plus, we provide a free lunch and reimburse you for mileage to and from the meeting. And you get a gift for participating. Remaining 2008 meetings will be held:

- Thursday, August 21
- Thursday, October 16
- Thursday, December 11



JOIN US Meetings are held at 6095 Marshalee Drive in Elkridge. Please call 877-223-6485 if you want to join the board.



▼ PREVENTION



the secret to survival

MAMMOGRAMS SAVE LIVES

Breast cancer can be cured — if it is found early. There are more than 2 million breast cancer survivors in America. What is their secret? Early detection. If every woman examined her breasts monthly and got regular mammograms (X-rays of the breasts), about 15,000 lives would be saved in the United States each year.

Women should have their first mammogram when they turn 40. After that, they should have mammograms every 1–2 years. Mammograms can find breast cancer up to two years before you can feel a lump.



TALK TO YOUR DOCTOR Learn about your breast cancer risk factors. If you are at risk, you may need a mammogram at a younger age.

▼ SEXUAL HEALTH

teens AND STDs

WHAT THEY DON'T KNOW CAN HURT THEM

A recent study found that at least one in four teenage girls has an STD. STD stands for sexually transmitted disease. About half the girls in the study admitted having sex. Among these girls, 40 percent had an STD. Rates were even higher among African-American girls.

The most common STD was HPV. HPV can cause cervical cancer and genital warts. There is now a vaccine that can prevent HPV infection. Chlamydia was the second most common. It can be treated with antibiotics. But if it is not detected early, it can cause infertility and other problems.

The study also found that many girls did not know enough about STDs. Many did not know they could get an STD without having intercourse. Some girls also believed they could prevent STDs using methods like withdrawal or douching, which is not true.



PLAY IT SAFE When your daughter is 11–12 years old, talk to her doctor about HPV shots. If she is older, she can still get the vaccine. The doctor can also talk to your daughter about preventing STDs.

▶▶ 3.2 MILLION GIRLS HAVE AN STD.



▼ SICK DAYS

allergies AND asthma



1 out of 4 people have allergies or asthma.

4 STEPS TO FEELING BETTER

If you have allergies or asthma, join the club.

About 20 million people in the U.S. have asthma. Allergies affect more than 50 million people.

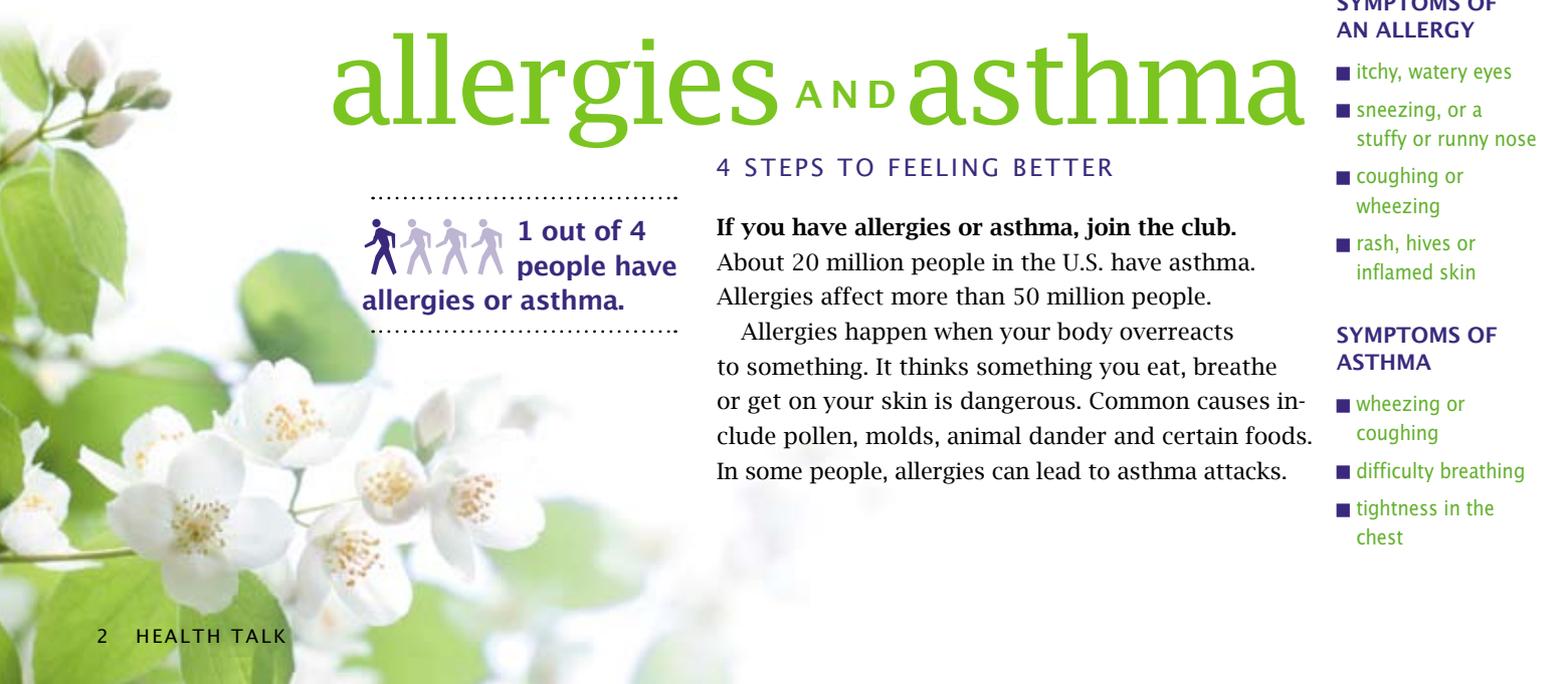
Allergies happen when your body overreacts to something. It thinks something you eat, breathe or get on your skin is dangerous. Common causes include pollen, molds, animal dander and certain foods. In some people, allergies can lead to asthma attacks.

SYMPTOMS OF AN ALLERGY

- itchy, watery eyes
- sneezing, or a stuffy or runny nose
- coughing or wheezing
- rash, hives or inflamed skin

SYMPTOMS OF ASTHMA

- wheezing or coughing
- difficulty breathing
- tightness in the chest





On Target

THE BEST SHOT AT STAYING HEALTHY

Years ago, many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick.

It's important for all children to get the right shots at the right time. You have to get some shots more than once. There may be three or four shots in the series. Your child should get the following shots before he or she is 6 years old:



NEWBORN-1 MONTH

- Hepatitis B #1

2-3 MONTHS

- Hepatitis B #2
- Hib #1
- Polio #1
- Pevnar #1
- Rotavirus
- DTaP #1

4-5 MONTHS

- DTaP #2
- Hib #2
- Polio #2
- Pevnar #2
- Rotavirus

6-8 MONTHS

- Hepatitis B #3
- Hib #3
- Polio #3
- Pevnar #3
- Rotavirus
- DTaP #3

9-11 MONTHS

- Make up any shots your child missed.

12-15 MONTHS

- DTaP #4
- Hib #4
- MMR #1
- Chicken pox vaccine
- Polio #3 (if not already done)
- Pevnar #4
- Hepatitis A (2 doses, 6 months apart)

4-6 YEARS

- DTaP #5
- Polio #4
- MMR #2



TAKE THESE STEPS TOWARD CONTROLLING YOUR ALLERGIES AND ASTHMA

- 1 Find out what your triggers are.
- 2 Avoid things that cause your allergies.
- 3 Pay attention to how you feel.
- 4 Take your medicine.

WHAT TO DO Many allergies can be treated at home. You can avoid some triggers. Over-the-counter medicines can help. See your doctor if your allergies are bad, last a long time or cause asthma symptoms.



KEEP TRACK Keep a record of what shots your child gets and when. Share this list with any new providers you see. Learn more about immunizations at www.kidshealth.org.



fraud and abuse

TELL US IF YOU KNOW SOMEONE IS CHEATING

Most UnitedHealthcare HealthChoice members and providers are honest. However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed.

If you know fraud or abuse is taking place in the HealthChoice program, you must contact HealthChoice. However, your privacy will be protected because you don't have to give your name.

FRAUD AND ABUSE FOR HEALTHCHOICE MEMBERS CAN BE THINGS LIKE:

- providing false information or hiding facts to get or keep HealthChoice.
- letting someone else use your HealthChoice ID card.
- selling or giving your prescription medicines to anyone else.

FRAUD AND ABUSE FOR HEALTHCHOICE PROVIDERS CAN BE THINGS LIKE:

- billing UnitedHealthcare for services that were never given.
- billing UnitedHealthcare two or more times for the same service.

HOW TO REPORT FRAUD AND ABUSE

Tell us in one of the following ways:

- Call the UnitedHealthcare 24/7 Member Services line at **800-318-8821**.
- Call the HealthChoice fraud hotline at **866-654-4421**.
- Go online to www.dhmf.state.md.us, then click on "Report Fraud" located under "Hot Issues."
- Write to **DHMF Medicaid Program Integrity**
Recipient Fraud and Abuse Unit
201 West Preston Street
Baltimore, MD 21201
- Send a fax to **410-333-5326** or **410-333-7194** (TTY).

important numbers

UNITEDHEALTHCARE MEMBER SERVICES
800-318-8821

UNITED BEHAVIORAL HEALTH
888-291-2507

PUBLIC MENTAL HEALTH SYSTEM (MAPS-MD)
800-888-1965

TRANSPORTATION
800-318-8821

UNITEDHEALTHCARE DENTAL
877-816-3596

HEALTHY FIRST STEPS
800-714-3519

DEPARTMENT OF SOCIAL SERVICES
800-332-6347

STATE HEALTH CHOICE ENROLLEE ACTION LINE
800-284-4510

INTERPRETER SERVICES

If English is not your native language, please call Member Services to request an interpreter for your medical visits.

a plan for parents

Do you need health insurance? Find out if you may qualify for low-cost or free health care coverage through the Primary Adult Care (PAC) Program. PAC is a program of the Maryland Department of Health and Mental Hygiene. Adults in families earning up to \$34,572 a year may be eligible. The PAC program covers adults for doctor visits, medicine, dental care and vision!



LEARN MORE Get the coverage you need. Call toll-free **877-223-6485** today.

top PROVIDERS

AWARD-WINNING CARE CLOSE TO HOME

UnitedHealthcare congratulates the following providers and practices. They earned a Certificate of Merit Award in 2008 from the Department of Health and Mental Hygiene's Healthy Kids audit.

- Linden Pediatrics in Baltimore City
- Harbor Pediatrics in Baltimore City
- Landmark Medical Group, LLC, in Havre de Grace and Bel Air
- Harini Prasanna, MD, in Anne Arundel County
- Kammana Nirmala, MD, in Anne Arundel County
- Marta Markman, MD, and Associates in Anne Arundel County
- University of Maryland Pediatric Associates in Baltimore City
- Park West at Sinai in Baltimore City



NEED A DOCTOR? Want information about the providers above, or any doctor in the network? Contact Member Services at **800-318-8821**.