

THE KEY TO THE GOOD LIFE IS A GREAT PLAN

health **TALK**

FALL 2009



TELL US WHAT YOU THINK

We value your opinion. Do you have general questions or suggestions on how we can better serve you? We want to hear them. Please send us an e-mail to let us know what's on your mind. Send e-mails to unitedhealthcare_questions@uhc.com.

▼ ABOUT YOUR PLAN

join_{us}

MEET YOUR UNITEDHEALTHCARE REPRESENTATIVE

Are you a new member? Come out and meet your UnitedHealthcare representative. You can receive a mini benefit orientation in person at any of our customer service hub sites. Your UnitedHealthcare representative will be able to answer any questions you have about:

- your NEW Medicaid and/or Primary Adult Care Program (PAC) benefits.
- your additional UnitedHealthcare benefits.
- choosing a doctor.
- much more.

SEE US

NOVEMBER 12, 2009
WOODLAND SPRINGS APARTMENTS
6617 ATWOOD STREET
DISTRICT HEIGHTS, MD 20747
1-3 p.m.



MEET AND GREET To find out more dates, times and locations where you can meet your representative, call 410-540-4328.

A PUBLICATION JUST FOR YOU FROM

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get tested

LIFE GOES ON WITH HIV

HIV is the virus that causes AIDS. It is spread through blood, semen and other body fluids.

HIV damages your immune system over time. It does this by killing the cells that help your body fight infection. People with HIV who no longer have enough of these disease-fighting cells get AIDS.

People with AIDS are at risk for getting certain diseases. Even everyday illnesses like the flu can be deadly. There is no cure for HIV, but drug therapy is helping infected people live longer, healthier lives.

This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.

NEED TO KNOW Send a text message with your zip code to “KNOWIT” (566948) to find out where you can get an HIV test. Or, see www.hivtest.org.

OH baby!

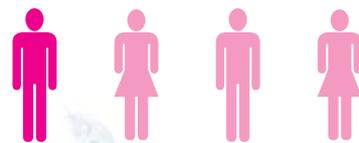
Most pregnancies go well. But serious complications can happen. That’s why it is so important to see a doctor or midwife for prenatal care.

THREE COMMON COMPLICATIONS

PREECLAMPSIA	GESTATIONAL DIABETES	PRETERM LABOR
High blood pressure caused by pregnancy	Diabetes caused by pregnancy	Contractions start, your cervix opens or your water breaks
Usually after 20 weeks	Begins in the fifth or sixth month	Before 37 weeks
It can keep the baby from getting enough blood. This deprives the baby of oxygen and nutrients.	It can cause a very large baby, or low blood sugar or jaundice in the baby. It can also increase the mother’s risk of diabetes later in life.	Premature babies can have health problems. Mothers can get an infection if water breaks early.
High blood pressure, swelling in the hands, legs and feet that doesn’t go away, headaches, changes in vision	High blood sugar on a routine test	Leaking fluid, regular contractions, pelvic pressure
Delivery if the baby is big enough. Otherwise, bed rest and medicine. Sometimes, you might need to be in the hospital.	Exercise, diet, regular blood testing and sometimes medication or insulin	If the baby is 34 weeks along, it is often safe to deliver. If earlier, your doctor or midwife may give you drugs to slow labor. You might need to be in the hospital or home on bed rest.

🌸 PREGNANT? Start seeing a doctor or midwife as soon as you are pregnant. You should go monthly for the first six months. Then, go every two weeks for months seven and eight. For the last month, see your provider every week.

HAPPY quit DAY



MAKE IT A SMOKE-FREE CELEBRATION

Are you one of the 43 million people in the U.S. who still smoke?

The Great American Smokeout takes place on November 19 this year. Why not choose this date to quit?

If you’re ready to quit, mark the date on your calendar. Tell your friends and family about it. Ask them to help hold you to your decision.

Before your quit day arrives, talk to your doctor. Decide what kind of support, nicotine replacement and/or medications you will use. Combining methods can raise your chances of success.

When your quit day comes, get rid of all your cigarettes, lighters and ashtrays. Have substitutes for cigarettes handy. Try gum, hard candy, carrot sticks or even drinking straws.



WHAT IS A PANDEMIC?

It has nothing to do with how bad a virus is. It just means the virus has been reported in more than one region.

The Flu and You

BE FREE FROM THE FLU THIS SEASON

The H1N1 flu virus spread around the world quickly. Because it is a new virus, most people do not have immunity. It is no more dangerous than the regular flu, but that could change. It's important to protect yourself, but not panic.

WHAT IT IS

WHEN IT HAPPENS

WHY IT'S DANGEROUS

SIGNS AND SYMPTOMS

TREATMENT



FLU SHOTS

It's always a good idea to get a flu shot each fall. The shot will protect you against common strains of the flu. Although last year's flu shot did not have the H1N1 virus in it, people who had the shot were less likely to get sick from H1N1. Flu shots are even more important for young children, older people and people with certain health conditions.

HAND WASHING

Washing your hands often is the best way to avoid the flu. Use regular bar or liquid soap and warm water. Wash the back of your hands, your fingers and your palms well. Lather up for 20 seconds. This is about the amount of time it takes to sing the ABCs. If you can't wash your hands, use an alcohol-based hand sanitizer.



COMMON SENSE

The flu comes on suddenly with a fever, sore throat and a cough. You may feel achy or have a sick stomach. If you get the flu, stay at home for seven days or until you are better, whichever is longer. Cough into a tissue or your elbow. If you have trouble breathing, see your doctor quickly.



▶▶ SMOKING CAUSES 1 IN 5 DEATHS.

Stick with your plan and keep busy. If you slip up, don't get discouraged. Just strengthen your resolve and go right back to your plan. You can do it.



NO BUTTS See www.cancer.org to find local resources to help you observe The Great American Smokeout. Or call 1-800-QUITNOW (1-800-784-8669) to get help quitting.



YOUR BEST SHOT Flu shots are a covered benefit with your health plan. For reliable information about H1N1, see www.cdc.gov or call 1-800-CDC-INFO (TTY 888-232-6348).



get on board

YOUR FEEDBACK IS VERY IMPORTANT TO US

UnitedHealthcare is striving to do better and make a difference in serving you. We are always looking for members to join our Consumer Advisory Board. The board meets six times a year to discuss how we can improve services for you. We listen to input on our marketing, quality, pharmacy and medical services.

What is in it for you? We provide a free lunch and reimburse you for mileage to and from the meeting. Plus, you get a gift for participating. The next meeting will be held Thursday, December 10, 2009.

At the June 2009 meeting, our board members told us they wanted to know more about UnitedHealthcare's specialty care referral process. If you need a referral to a specialist, your provider may write one on a prescription pad or just talk to you about it. You don't need a written referral. You just need to understand what provider you need to see and why.

It's best if your doctor tells the specialist why you are being referred to him or her, but a written referral to the provider is not required.



ALL ABOARD Meetings are held at our Maryland corporate office at 6095 Marshalee Drive in Elkridge. Please call 410-540-5970 if you want to join the Consumer Advisory Board.

make the call

UNITEDHEALTHCARE
MEMBER SERVICES
1-800-318-8821

UNITED BEHAVIORAL
HEALTH
1-888-291-2507

PUBLIC MENTAL HEALTH
SYSTEM
1-800-888-1965

TRANSPORTATION
1-800-318-8821

HEALTHY FIRST STEPS
1-800-714-3519

DEPARTMENT OF
SOCIAL SERVICES
1-800-332-6347

STATE HEALTH CHOICE
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.



NEED CARE NOW? TRY URGENT CARE

You can call UnitedHealthcare any time to find an Urgent Care Center near you. You can be treated on a walk-in basis without an appointment. You'll receive immediate non-emergency care. Call Member Services at 1-800-318-8821 to find the center closest to you.



UNITEDHEALTHCARE'S PRIMARY ADULT CARE (PAC) PROGRAM

UnitedHealthcare's Primary Adult Care (PAC) program provides care for uninsured adults aged 19 and over. Members of PAC get unlimited visits to their UnitedHealthcare primary care physician, diagnostic X-rays, laboratory services and preventive dental care.

Plus, PAC members get other great benefits including:

VISION BENEFITS

- One eye exam per year, including a diabetic eye exam if needed
- Contact lenses or one pair of glasses per year
- One replacement pair of glasses (If lost, stolen or broken in a one-year period)

PRESCRIPTION DRUG BENEFITS

- No co-pay for generic prescriptions
- \$7.50 co-pay for brand name prescriptions
- No co-pay for birth control pills related to family planning services



NOT A MEMBER? If you are over 19 and uninsured, call toll-free at 1-877-223-6485 to find out if you are eligible for PAC.