



NEED CARE NOW?

Urgent care centers treat patients on a walk-in basis, without an appointment.

They provide immediate non-emergency care. Do you need to find an urgent care center in your area? Call Member Services at **1-800-318-8821** any time.

▼ **HEALTHY LIFESTYLES**

eat^Arainbow

HEALTHY EATING DRAWING CONTEST

Childhood obesity is a growing concern. But with a healthy diet and exercise, we can help our children live healthier lives. The first step is to provide children with well-balanced meals. Include foods from all the food groups. Expose children to a variety of healthy foods. Allow them to make healthy choices.

What do you consider a healthy meal? Have your child draw a picture of a healthy meal. They could win a prize.

- Children must be between the ages of 5 and 10 to enter.
- The meal can be breakfast, lunch or dinner.
- No photographs.
- Drawings must be no larger than 8.5 x 11 inches.
- Entry must be postmarked by November 19, 2010.
- Please include your child's name, age, address, phone number and member ID number.
- Send the picture to: UnitedHealthcare, Attention: MKT Dept., 6095 Marshalee Drive, Suite 200, Elkridge, MD 21075



PAID
UnitedHealthcare
American Choice
United Health Group

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


text4baby

GET FREE HEALTH INFORMATION ON YOUR CELL PHONE

You can get information about your baby's health and development on your cell phone. It is a new service called text4baby. Pregnant women and new moms who sign up get three text messages a week. The messages come from the national Healthy Mothers, Healthy Babies Coalition. Thanks to support from mobile phone companies, the messages are free.

The text messages use your due date or baby's birthday to give you timely tips. They can help you learn about topics such as:

- prenatal care
- your baby's checkups
- a healthy pregnancy
- immunizations
- preventing birth defects
- nutrition
- mental health
- safe sleep
- local resources

 **PREGNANT?** Have a new baby? Join text4baby. To get messages in English, text **BABY** to 511411. To get the messages in Spanish, text **BEBE** to 511411. Or, register at www.text4baby.org.




no flu for you

Every fall, a new seasonal flu shot becomes available. It protects against the kinds of flu that are likely to be the most common this year. This year, the H1N1 (swine) flu will be included in the seasonal flu shot.

The flu spreads quickly and easily. If you get it, it makes you feel terrible. It makes you miss work or school. It can cause serious problems.

Flu shots are a good idea for everyone. You need a new one each year. The flu is even more dangerous for very young or old people. People with chronic diseases also suffer more from the flu. Flu shots are a must for these people.

 **FLU FREE** Flu shots are free when given by your primary care provider (PCP). Find out if you are in a high-risk group at www.flu.gov. You can also track the flu season in your area on this website.




WE CARE

UnitedHealthcare provides care management. It helps members with special needs. These include:

- physical disabilities
- serious mental illness
- complex health problems
- chronic illnesses
- other special needs

Care managers work with the health plan and outside agencies. They help members get the special services and care they need.

 **HELP IS HERE** If you have special needs, you may be able to get care management. Call 1-800-318-8821 (TTY 711) to find out how.

STAY well

PREVENTIVE CARE IS IMPORTANT

UnitedHealthcare works to help members get preventive health care services. The HealthChoice program reviews UnitedHealthcare's preventive health rate. They check to see that the plan is meeting preventive health goals. These goals are set by HealthChoice.

There are ten preventive health measures that HealthChoice reviews. For the calendar year 2009, these measures were:

- childhood immunizations
- well child care ages 3-6
- cervical cancer screening
- adolescent well care
- prenatal and postpartum exam timeliness
- diabetic eye exam
- ambulatory visits for disabled children and adults
- lead screening for children

The results for 2009 were very good. UnitedHealthcare met or exceeded almost all the quality targets. We did not meet targets for postpartum timeliness, cervical cancer screening and appropriate use of asthma medications. The results for those measures were just short of the target level.

? CHECKUPS You should have a checkup with your PCP every year. Do you need help making an appointment or finding a PCP? Call Member Services at 1-800-318-8821.



renewal

RENEW YOUR HEALTH CARE BENEFITS ON TIME

It is important to renew your health care benefits on time. If you don't, you will lose your UnitedHealthcare coverage. When it's time to renew, you will get a postcard and a phone call from UnitedHealthcare. They will remind you that you need to renew your health care benefits. When you receive the renewal forms, fill them out as soon as possible. Return the forms to your local department of social services or local health department. Include any necessary documentation.

? QUESTIONS Questions about renewing your health care benefits? Call your case worker or the Department of Social Services at 1-800-332-6347.



▼ YOU AND YOUR DOCTOR



STRONG provider

WE CAN HELP YOU FIND THE RIGHT DOCTOR FOR YOU

UnitedHealthcare wants to make it convenient for you to get health care. We make sure we have providers near where our members live. We also make sure we have providers who speak the same languages as our members.

To make sure we have the right providers for our members' needs, we review our network often. If we find there are not enough providers who speak our members' languages, we try to add more. If there are not enough providers with offices near where our members live, we try to add more.

If you know a provider who is not in our network and would like to join, ask him or her to visit our website at www.uhcmedicaid.com.

? DR. RIGHT To find a provider who is near you and/or who speaks your language, call Member Services at 1-800-318-8821. You can also request interpretation services from Member Services.

▼ ABOUT YOUR PLAN



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 **1-800-599-5985**
- Department of Social Services **1-800-332-6347**
- State Health Choice Enrollee Help 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.

▼ ABOUT YOUR PLAN

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.

