

THE KEY TO THE GOOD LIFE IS A GREAT PLAN



health TALK

¡VOLTEE PARA ESPAÑOL!

SPRING 2010



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

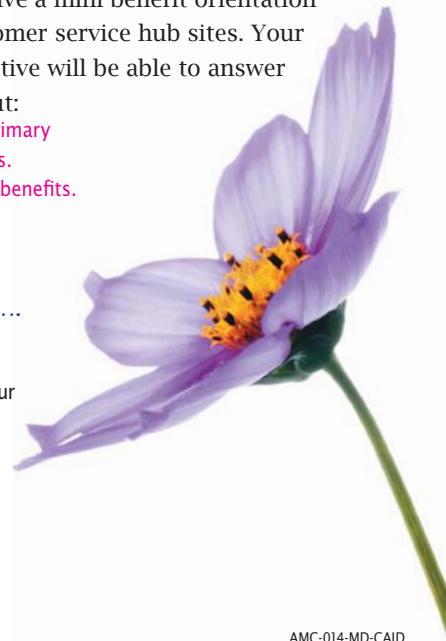
Are you a new member? Come out and meet your UnitedHealthcare representative. You can receive a mini benefit orientation in person at any of our customer service hub sites. Your UnitedHealthcare representative will be able to answer any questions you have about:

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

SEE US
 May 10
 Franciscan Center
 101 W. 23rd in
 Baltimore
 10 a.m.–noon

MEET AND GREET

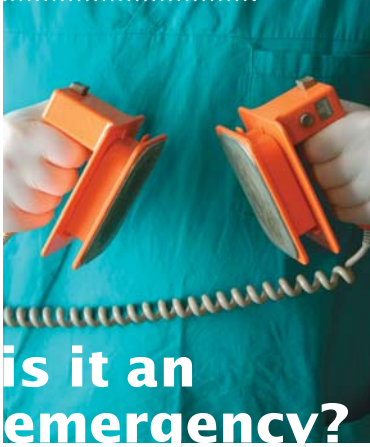
To find out more dates, times and locations where you can meet your representative, call 410-540-4328.



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EMERGENCY CARE



is it an emergency?

KNOW THE DIFFERENCE TO GET THE RIGHT CARE AT THE RIGHT PLACE

More than one-third of emergency room visits are unnecessary. Do you know when to go to the emergency room and when not to go?

An emergency is an illness or injury that starts suddenly. It is very serious. If you don't get help right away, you could die or suffer other harm. Examples of emergencies include:

- signs of a heart attack or stroke.
- bleeding that won't stop, a broken bone or a bad burn.
- trouble breathing or loss of consciousness.
- you feel you might hurt yourself or others.
- signs that something is wrong with a pregnancy, like pain or bleeding.

In a true medical emergency, you should go right to the nearest hospital emergency room or call **911**.

Sometimes you have an illness or injury that is not an emergency, but you do need to see a doctor soon. This is called urgent care. It's usually best to see your primary care provider (PCP) for urgent care.



IS IT URGENT? Call Member Services at **1-800-318-8821** any time to find an urgent care center near you. You can be treated on a walk-in basis, without an appointment, and receive immediate non-emergency care.

BEHAVIORAL HEALTH



HELP wanted

YOUR SUBSTANCE ABUSE BENEFITS

If you have a problem with drugs or alcohol, you can get help. You have benefits for substance abuse treatment.

HEALTHCHOICE BENEFITS INCLUDE:

- evaluation
- individual and group counseling
- methadone treatment
- detox
- partial hospitalization
- referral to non-covered services
- intensive outpatient services (for members under 21 or who are pregnant or just had a baby only)

PRIMARY ADULT CARE PROGRAM (PAC) BENEFITS INCLUDE:

- evaluation
- individual and group counseling
- methadone treatment
- community-based intensive outpatient treatment

Inpatient treatment and services provided at hospitals are NOT covered for PAC members.



GET HELP Contact United Behavioral Health (UBH) at **1-888-291-2507** for more information on how and where to get substance abuse treatment.



HOW OUTREACH AND HEALTH EDUCATION CAN HELP YOU

Our Outreach and Health Education Unit can help you find a doctor or make an appointment. Our Health Educator can send you educational materials. Here's how to reach the unit's staff:

- | | |
|---|--|
| <ul style="list-style-type: none"> ■ FRANZETTE BROWNE-BYERS, CHES
Health Educator
1-800-487-7391, ext. 410-379-3455 ■ TIFFANY THOMPSON SHIPLEY
Well Woman and Adult Health
1-800-487-7391, ext. 410-540-4329 ■ WYVETTA DUPREE
EPSDT and Diabetes
1-800-487-7391, ext. 410-540-4317 ■ TYNISHA MURRAY
Well Child (newborn-age 11)
1-800-487-7391, ext. 410-379-3470 | <ul style="list-style-type: none"> ■ CHRIS PUCKETT
Well Child (ages 12-21)
1-800-487-7391, ext. 410-540-4333 ■ DEE DUNSTON
Immunization and Lead Screening
1-800-487-7391, ext. 410-540-4360 ■ ETTA WHITE
Outreach Supervisor
1-800-487-7391, ext. 410-379-3460 ■ SHALENA BOOZE, MS
HEDIS & Outreach Manager
1-800-487-7391, ext. 410-540-5982 |
|---|--|

BREATHE **easy**

TAKING CARE OF YOUR ASTHMA

Many UnitedHealthcare members have asthma. As of December 2009 there are 2,140 members with asthma.

Taking care of your asthma is an effort that both you and your primary care provider (PCP) share. Your PCP does his or her part by seeing you often. Your PCP also helps you understand how to take care of yourself and how to stay away from things that cause you to have an asthma attack.

Working with you, your doctor should help you put together an asthma action plan. This plan helps you understand your asthma. It says how to prevent asthma attacks, how to take your asthma medicine and what to do if your medicine does not make you feel better.

You do your part by going to your PCP for asthma checkups two to four times per year. You should also take your asthma medication the way your doctor tells you to.

? QUESTIONS?

Want to learn how to take care of your asthma better? Need to find a doctor who can help you take care of your asthma? Call the Quality Outreach Department toll-free at 1-800-487-7391, ext. 410-540-4360.

ASTHMA STEROIDS



Long-acting steroid medications are important for controlling asthma.

They help keep the small breathing tubes going to the lungs from getting irritated. When these tubes get irritated, they get smaller or change their shape, which makes breathing hard. If you are not taking a long-acting steroid medication, ask your doctor about it.

There are a few kinds of long-acting steroids that are on the list of approved medications.

APPROVED INHALED STEROIDS:

- Flovent Rotadisk or Flovent HFA
- Qvar
- Asmanex

APPROVED NASAL SPRAY STEROIDS:

- Nasalide
- Flonase

If your PCP wants you to take a long-acting steroid that is not on the list, tell him or her that the prescription must be pre-approved. Your PCP will need to explain to UnitedHealthcare why you need a different medication. If your prescription is not pre-approved, it will not be covered.



fraud and abuse



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:

- UnitedHealth Group maintains a 24-hour toll-free telephone line, known as the Compliance Help Line, at 1-800-455-4521. Callers may choose to remain anonymous.
- Call the HealthChoice fraud hotline at 1-866-770-7175.
- Go online to www.dhmm.state.md.us, then click on "Report Fraud" located under "Quick Links."
- Write to the DHMM Medicaid Program Integrity Recipient Fraud and Abuse Unit at 201 West Preston Street, Baltimore, MD 21201.
- Send a fax to 410-333-5326 or 410-333-7194.

top providers


AWARD-WINNING CARE
CLOSE TO HOME

UnitedHealthcare congratulates the following providers and practices.

They earned a Certificate of Merit Award in 2009 from the Department of Health and Mental Hygiene's Healthy Kids audit.

- Tollese Bankett, MD, in La Plata
- Kristi Machemer, MD, (Waldorf Pediatrics) in Waldorf
- Libertad Escalante, MD, in Crisfield
- Munna Garg, MD, (Ocean Pines Family Practice) in Berlin
- Ziad Idriss, MD, (Kenwood Pediatrics) in Bethesda
- Amaka Undie, MD, in Ellicott City
- Ying Huang, MD, in Ellicott City
- James Kiwanuka, MD, in Gaithersburg
- Hashim Hashim, MD, in Rockville
- Generosa Lazor, MD, (Laurel Pediatrics and Teen Medical Center) in Laurel



 **NEED A DOCTOR?** Want information about the providers above, or any doctor in the network? Contact Member Services at 1-800-318-8821.



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 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.