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**RED FLAGS**

**The Red Flags Rule says that health care providers need to help prevent medical identity theft.** They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.

▼ **SESAME STREET**

fun<sub>WITH</sub> food

LEARN ABOUT 'ANYTIME' AND 'SOMETIMES' FOODS

**Cookie Monster knows how important it is to eat right.** He used to eat cookies all the time. Then he learned about "anytime" and "sometimes" foods. Now he eats mostly healthy foods. But Cookie Monster can still have cookies as a special treat.

"Anytime" foods are things we can eat every day. These are foods like fruits, veggies, whole grains, lean meats and low-fat yogurt. Drink water or low-fat milk with these.

"Sometimes" foods are things we should only eat once in a while. These are foods like cookies, candy, chips, fast food and sodas. They are high in sugar, fat or salt.



**A BIG WELCOME** UnitedHealthcare has a new partner in healthy habits for life — Sesame Street. Together we'll make healthy eating and fitness fun for you and your kids!

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# know<sup>YOUR</sup> benefits

## UNDERSTAND HOW TO USE THEM

**UnitedHealthcare pays for medically necessary services.** See your member handbook for a list of all covered benefits. The handbook also lists services that are not covered. In addition, it has information such as:

- how to get your prescription medicines. What to do if you have problems getting your medicine. Always take your UnitedHealthcare member ID card and another form of identification when you get your prescription filled.
- how to make a complaint to the health plan. How to get help if you are not satisfied with how the complaint was handled. This is called an appeal.
- what to do if you get a bill from a doctor. If it is for services not covered by the health plan, you will need to pay the bill. If it is for a service that is covered under your benefits, call Member Services.
- how to find a primary care provider. How to find a specialist.
- how to get medical care if you are away from home.
- when to go to the emergency room instead of contacting your doctor.

**BY THE BOOK** Call Member Services at 1-800-318-8821 to ask for a new member handbook and a provider directory. The provider directory has information about doctors, specialists and hospitals you can go to in your area.

## top quality

### UNITEDHEALTHCARE'S QUALITY PROGRAM

**UnitedHealthcare has a quality program.** The purpose of the program is to help our members get care and services. Here are some things the program did in 2009:

- reviewed and approved clinical practice guidelines for primary care providers.
- completed a satisfaction survey. This showed that we need to improve our customer service.
- reviewed new technologies. We checked to see if we need to add benefits for new treatments.
- reviewed our pharmacy approval list. We added and removed medications.
- performed preventive health outreach. This helped members get preventive care.
- performed a HEDIS survey. This shows how we are doing at keeping our members well. Look for the results in the fall newsletter.
- performed a provider satisfaction survey. This showed how we can work with your health care provider to improve care and service.
- reviewed quality of care complaints. We made sure that all complaints received follow-up. We made sure members received information about how their complaints were handled.
- received National Committee for Quality Assurance (NCQA) accreditation as a new health plan. This is like getting the Good Housekeeping Seal of Approval for health plans.



**GET YOURS** The quality program evaluation for 2009 is available upon request. To receive a copy or get more information about any of the quality programs, contact Jenine R. Woodward, Director of Quality, at 202-218-7884 or e-mail [jenine\\_woodward@uhc.com](mailto:jenine_woodward@uhc.com).



# MEMBER **rights** AND **responsibilities**

## AS A UNITEDHEALTHCARE MEMBER YOU HAVE THE RIGHT TO:

- **receive quality care.**
- **be treated with respect** and recognition of your dignity and your right to privacy.
- **receive care** without regard to race, color, age, sex, national origin, handicap, religion, physical or mental disability, or type of illness or conditions.
- **be able to choose** primary care providers within the limits of the health plan's network.
- **participate in the development** and decision making of your plan of care with your primary care provider.
- **receive care** in accordance with your individual plan of care, physician's directives and in compliance with federal and state mandates.
- **be informed** before any changes in your plan of care are made and to have an open discussion of appropriate or medically necessary treatment options for your medical condition, regardless of cost benefit.
- **expect that all personnel are supervised** and qualified for their positions through education and experience.
- **know the identity** of the individual providers responsible for the plan of care and the means by which the patient, family or authorized patient representative may contact them.
- **expect confidentiality** in the care that you receive.
- **receive treatment.**
- **execute advance directives** such as a living will or durable power of attorney about your medical care.
- **have access to your medical records** in accordance with applicable federal and state laws.
- **be provided with information** about the health plan, its services, the practitioners providing care and your rights and responsibilities.
- **present complaints, grievances or appeals** about the organization or the care it provides to supervisory office staff without fear of retaliation and to receive timely access to inquiries.
- **be told** what to do in an emergency.
- **make recommendations** regarding UnitedHealthcare's member rights and responsibilities policy.
- **offer suggestions** for changes in health plan policies and procedures.

## AS A UNITEDHEALTHCARE MEMBER, IT IS IMPORTANT THAT YOU:

- **cooperate** with those providing you with health care services.
- **provide all information** that the organization and its practitioners and providers need in order to provide care.
- **follow instructions** and guidelines that you have agreed to with those providing health care services.
- **call** after your enrollment to make an appointment with your PCP for your health assessment.
- **call** for appointments to minimize waiting time.
- **inform** your doctor's office at least 48 hours in advance if you need to cancel your appointment.
- **make your feelings known** if problems arise concerning the medical care you receive. Every effort will be made to solve your problem.
- **learn and understand** more about keeping well and participate in making treatment goals with your provider. Better manage any health care problems by taking advantage of health education services and classes available to you.
- **report any other health insurance coverage** to your doctor or UnitedHealthcare.
- **report any public health problems**, such as tuberculosis, to your doctor.



**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.



**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***.



**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 Health-Choice 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.



## 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**.