



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



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## It works!

### The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses.
- 5.8 million doctor visits.
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



**Get yours.** Flu shots are available in many locations. Need to find one that accepts your health plan? Visit **MyUHC.com/CommunityPlan** or call **1-800-318-8821 (TTY 711)**.

# Know your numbers

## It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men (or less).
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



**See your doctor.** If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



## MyUHC.com



UnitedHealthcare Community Plan has a new website. It has information just for you. It allows you to:

- 1. PRINT YOUR MEMBER ID CARD.** If you lose your ID card, you can print it anytime.
- 2. SEE YOUR BENEFITS.** Want to know if a service is covered by your plan? It's easy to check here to find out for sure.
- 3. FIND A DOCTOR, CLINIC OR HOSPITAL.** It's easy to search for providers in the network that are close to you.
- 4. TAKE A PERSONAL HEALTH ASSESSMENT.** This helps us support you with the best health care services based on your needs.



**It's easy.** Members, go to **MyUHC.com/CommunityPlan**. Click the "Register Now" button. Then enter your member ID card information. You'll be on your way to using **MyUHC.com**.



## WE'RE HERE TO HELP!

Did you know that UnitedHealthcare has a health education and outreach program just for you? Our staff works to get you the best information on health and wellness. We also help remind you about important appointments.

You may receive a phone call or postcard from us. We're getting in touch to remind you of important services you need to stay healthy. You might also see us in your community at one of our education events.



**Get smart.** Looking to learn more about how you can stay healthy? Want to bring a health education event to your community? Contact our health educator at **1-855-817-5624**.



## We care about quality

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-318-8821 (TTY 711)**.

## Your best shot

### Do you need a pneumococcal shot?

*Streptococcus pneumoniae* is a common bacterium. It is spread by sneezing and coughing. It causes some kinds of serious pneumonia. It kills more people in the United States each year than all other vaccine-preventable diseases combined.

It's very important for at-risk adults to get vaccinated. It's recommended for:

- anyone over 65 years old.
- smokers.
- people with asthma, diabetes or other chronic conditions.
- people with weak immune systems.

Pneumococcal shots can last a lifetime, but some people need boosters after five years. Ask your doctor if it's time for you to get one.



**See your doctor.** Adults need yearly checkups. Do you need to find a doctor? Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan).

## ALL IN THE TIMING

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes.

- Emergency: immediate
- Urgent PCP visit: same day
- Routine PCP visit: 14 days



**Need help?** If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-800-318-8821 (TTY 711)**.



# Resource corner

UnitedHealthcare Member Services: 1-800-318-8821

24/7 NurseLine: 1-877-440-0251

United Behavioral Health: 1-888-291-2507

Public Mental Health System (MAPS-MD): 1-800-888-1965

Transportation: 1-800-318-8821

Healthy First Steps: 1-800-599-5985

Department of Social Services: 1-800-332-6347

Maryland Medical Assistance Help Line: 1-800-284-4510

Maryland Healthy Smiles Dental Program: 1-888-696-9596

UnitedHealth Group fraud hotline: 1-866-242-7727

HealthChoice fraud hotline: 1-866-770-7175

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



# Healthy First Steps

## Get support for a healthy pregnancy and beyond.

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants and Children (WIC).

## HAVE A NEW BABY?

Call your provider's office the day you come home from the hospital. Make an appointment for a postpartum visit. Ask to be seen in 4–6 weeks. If you had a C-section, you'll need two visits — one at 1–2 weeks and one at 4–6 weeks.



**Expecting?** For a happy and healthy pregnancy, enroll today. Call **1-800-599-5985**, Monday–Friday, 8 a.m.–5 p.m. Central Time. Healthy First Steps is already part of your benefits, so there's no extra cost to you.

