



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



IN THIS ISSUE

Appointment waiting times	Page 2
Breast cancer	Page 2
Quality results	Page 3
Meningitis vaccine	Page 3
Smoking	Page 3
Activity ideas	Page 4
Resource corner	Page 4

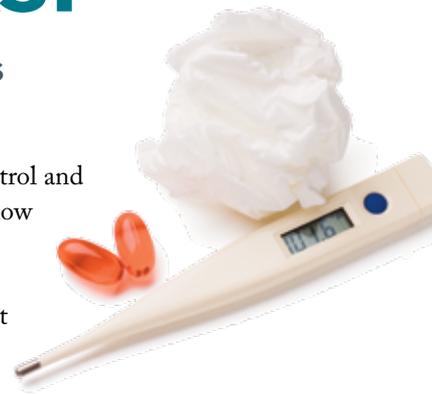
It works!

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.



It's free! UnitedHealthcare Community Plan pays for flu vaccines. There is no cost to you. The best place to get one is at your primary care provider's (PCP) office.



All in the timing

How long should you wait for an appointment?

When you call to make an appointment for you or your child, tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: the same day
- Urgent PCP visit: within 2 calendar days
- Routine PCP visit: within 14 working days
- Specialist visit: within 30 working days
- Pregnancy care: first trimester within 14 working days; initial second trimester within 7 working days; high risk within 3 working days



Need help? If you are having trouble getting an appointment with a provider, let us know. Call Member Services at **1-800-641-1902 (TTY 711)**. If you need a ride to an appointment, call AMR Access2Care at **1-855-230-5353 (TTY 711)**.

Saving lives

There are more than 2 million breast cancer survivors in the U.S. Screenings can help find the disease before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.



What's right for you? Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.





We care about quality

Each year, UnitedHealthcare Community Plan reports how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had their breast cancer screenings and diabetic eye exams. For 2013, we want to improve the number of well visits for children ages 0–15 months and ages 3–6 years. We also want to improve the number of timely prenatal and postpartum visits our pregnant members have.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2012 surveys showed improvement in how members rate the specialists that they see most often. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2013, we will continue to work on improving processes in our prior authorization center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-641-1902 (TTY 711)**.



The last shot

Teens finish their vaccines at age 16.

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



Check out checkups. Pre-teens and teens need check-ups every year. They will get any shots they need at these visits. Need to find a doctor for your teen? Use the provider directory at **MyUHC.com/CommunityPlan**.



YOU CAN QUIT

Tobacco use is the largest preventable cause of disease in the United States. It's also the No. 1 cause of premature death. Yet, one in five Americans still smokes cigarettes. Millions more people smoke cigars or pipes or chew tobacco. If you are one of more than 60 million tobacco users in the U.S., it's time to quit.

The Great American Smokeout may be a good day for you to quit tobacco — even if it's just for one day. This yearly event takes place this fall on Nov. 21.



You can do it. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call the national Quitline at **1-800-QUITNOW (1-800-784-8669) (TTY 711)**.

Resource corner

Member Services If you do not speak English, Member Services will connect you with an interpreter.
1-800-641-1902 (TTY 711)

NurseLine Get advice from a nurse, including help deciding the best place to get care, 24/7.
1-877-543-4293 (TTY 711)

Magellan Behavioral Health
1-800-424-0333 (TTY 711)

Block Vision
1-800-879-6901

Transportation Services
1-855-230-5353 (TTY 711)

Care Management Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.
1-877-367-1763 (TTY 711), ext. 65057

Healthy First Steps
1-800-599-5985 (TTY 711)

Diaper Rewards Program
1-888-303-6163 (TTY 711)

Text4baby Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at text4baby.org.

Our website
MyUHC.com/CommunityPlan

Medicaid Enrollment Center
1-888-255-2605 (TTY 711)

Access Nebraska (New number effective Oct. 1, 2013)
1-855-632-7633 (TTY 711)

 
Partners in Healthy Habits for Life



Everyday activity ideas

You can show your child that moving is something the whole family can do together. When you share your excitement, your child will be more eager to join in, too! Staying active is easier than you think. Check out the tips below for fun, simple ways to include more movement into your family's day.

- **READY, SET, STRETCH!** Get a healthy start doing fun stretches together in the morning.
- **HAVE FUN GOING PLACE TO PLACE.** Instead of walking to the store, encourage your child to jump like a frog or hop like a bunny.
- **TOSS THE TRASH.** Make a ball out of a crumpled page of an old magazine. Encourage your child to throw the ball as far as he can, and run to get the ball.
- **MOVE AND GROOVE TOGETHER.** An easy way to get moving is to turn up the music and dance!



What's next? Check out sesamestreet.org/healthyhabits for more tips, videos and tools to help keep your child active.

TM/© 2013 Sesame Workshop