



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



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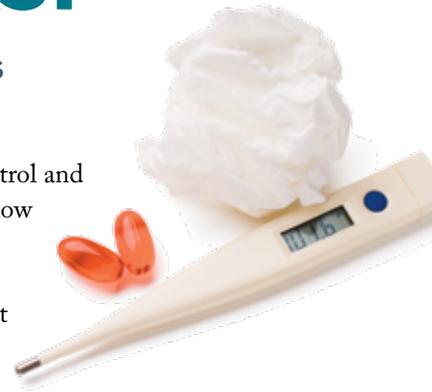
## It works!

### 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 child's health plan? Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) or call toll-free **1-888-887-9003 (TTY 711)**.



# All in the timing

## How long should you wait for an appointment?

When you call to make an appointment for your child, tell the office why he or she needs 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 24 hours
- Routine PCP visit: within 14 days
- Specialist visit: within 14 days



**Need help?** If you are having trouble getting an appointment with your child's provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

## Ask Dr. Health E. Hound

### Q. How can I tell if my child has a concussion?

**A.** A concussion is a brain injury caused by a blow to the head. Symptoms can start shortly after the injury or come later. They include:

- trouble thinking or remembering
- headache
- dizziness
- vision problems
- feeling irritable, sad or nervous
- being very tired

Your child's regular provider can treat most concussions. But some symptoms need care right away. Take your child to an urgent care center if he or she has a headache that gets worse and does not go away, repeated vomiting, weakness, numbness or slurred speech. Extreme sleepiness, seizures, loss of consciousness or worsening confusion need emergency care.

Recovery from a concussion can take days, weeks or longer. A second concussion before fully recovering from a first one can be more serious. It's important to wait until a doctor says it's OK to return to sports or other activities fully.





## 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 toll-free **1-888-887-9003 (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**.

## DRIVEN TO DISTRACTION

All kids get antsy sometimes. They don't always pay attention. But some kids may have these problems most of the time. Their behavior can cause problems at home or school.

If your child has at least five of these symptoms at home and at school, talk to his or her doctor about ADHD:

- gets distracted easily
- changes activities quickly
- forgets things often
- can't follow directions
- doesn't finish tasks
- loses things often
- talks too much
- can't sit still for long
- runs around a lot
- touches everything
- is very impatient
- can't control his or her feelings



