



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058**.



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You can quit

Join the Great American Smokeout.

Nearly 47 million people in the United States smoke. But more than 48 million people have kicked the habit. There are many reasons to stop smoking. Some of the benefits of a smoke-free life include:

- better smelling breath, hair and clothing.
- whiter teeth.
- lower risk of certain types of cancer.
- lower risk of heart and lung disease.
- saving money.
- improving overall fitness.

The Great American Smokeout may be a good day for you to stop smoking. This annual event asks smokers to make a plan to quit. This year's date is Nov. 15.



You can do it. Quitting smoking is hard. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call your local Quitline at **1-800-556-6222**.

We care about quality

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

In 2011, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had follow-up visits following hospitalizations for mental illness and diabetic HbA1c and LDL testing. For 2012, we want to improve the number of well visits children aged 3–6 get and the number of timely prenatal and postpartum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2011 surveys showed improvement in how our members rate their personal doctors, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2012, we are 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 **1-800-348-4058 (TTY 711)**.



Know the risks

Lower breast cancer risk with a healthy lifestyle.

Breast cancer is the second most common form of cancer among U.S. women. There are many risk factors linked to breast cancer. Most of these factors are out of your control. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for women over 40 to get a mammogram each year. This specialized breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught right away. Talk to your doctor about your risk of getting breast cancer. Make a plan for a breast cancer screening.

 **Janet's Law.** This law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at **1-800-348-4058 (TTY 711)**.

TEEN TIME

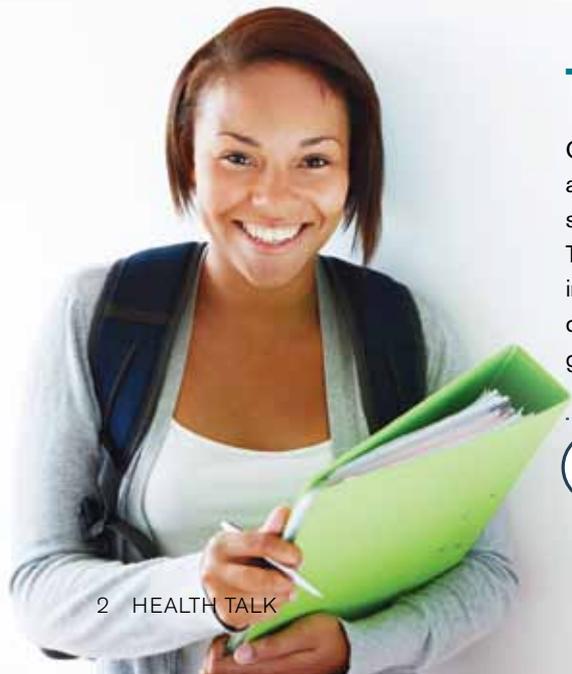
Checkups help keep kids healthy at any age. Even pre-teens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. The doctor and your child can discuss risky behaviors. And your child will get any shots or tests he or she needs.

When the pre-teen years start, it's time for another round of shots. Three vaccines are recommended for most 11- to 12-year-olds:

- tetanus, diphtheria and pertussis (Tdap)
- human papillomavirus (HPV)
- meningococcal (MCV4)

In addition, teens need a booster of MCV4 at age 16.

 **Get guidance.** Preventive guidelines for your whole family are available. This document says what tests and shots are needed at each age, for boys and girls, and men and women. See **UHCCCommunityPlan.com** or call **1-800-348-4058 (TTY 711)** to get a copy.



Fraud and abuse

If you see something, say something.

Most Medicaid members and providers are honest. But even a few dishonest people can cause big problems. If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.
- not being truthful about your health, where you live or your income.

FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given.
- billing twice for the same service.
- ordering tests or services you don't need.

TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call Member Services at **1-800-348-4058 (TTY 711)**.
- Or report fraud to the state of Arizona by calling **1-888-ITS-NOT-OK (1-888-487-6686)** outside of Maricopa county. Call **602-417-4193** in Maricopa county.



OK your EOB. We may send you an explanation of benefits (EOB). It lists the health care services you had. If you get an EOB, read it. If you did not receive a service in the EOB, call Member Services at **1-800-348-4058 (TTY 711)**.



Ask Dr. Health E. Hound

Q. How can I protect my family from the flu?

A. The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Healthy people between the ages of 2 and 49 who are not pregnant can get a nasal spray instead of a shot.

Every member of your family can also do things to keep from being exposed to the flu virus:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink plenty of water and get enough sleep.



Be flu 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 physician's (PCP) office.



DO YOU HAVE ASTHMA?

Flu shots are even more important for people with chronic conditions, such as asthma. The flu can make people with asthma very sick. If you have asthma, get a flu shot. Here are four more ways to stay healthy this fall and winter:

- **DRINK LOTS OF WATER.** Aim for eight 8-ounce glasses a day.
- **USE A HUMIDIFIER INSIDE.** Clean it and change the filter often.
- **STAY AWAY FROM WOOD-BURNING FIREPLACES OR STOVES.** If you use one, keep it clean. Make sure your home is well ventilated.
- **VACUUM AND DUST OFTEN.** Keep pets out of bedrooms. Wash bed sheets weekly.

How to get behavioral health care

To get mental health or substance abuse care, call the Regional Behavioral Health Authority (RBHA) in your county.

In Cochise, Gila, Graham, Greenlee, La Paz, Pinal, Santa Cruz and Yuma Counties, call Cenpatco Member Services at **1-866-495-6738** or their 24-hour crisis line at **1-866-495-6735**.

In Pima County, call Community Partnership Southern Arizona (CPSA) Member Services at **1-800-771-9889** or their 24-hour crisis line at **1-800-796-6762**.

In Maricopa County, call Magellan Member Services at **1-800-564-5465** or their 24-hour crisis line at **1-800-631-1314**.

In Apache, Coconino, Mojave, Navajo and Yavapai Counties, call Northern Arizona Behavioral Health Authority (NARBHA) Member Services at **1-800-640-2123** or their 24-hour crisis line at **1-800-640-2123**.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-877-653-7573 (TTY 711)**.



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).



Expecting? For a happy and healthy pregnancy, enroll in Healthy First Steps today. Call **1-800-599-5985 (TTY 711)**, Monday–Friday, 8 a.m.–5 p.m. Central time. There's no extra cost to you.