

THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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Oh, baby!

Prenatal care is important.

Did you know that without prenatal care, babies are 3 times more likely to be born too small? They are also 5 times more likely to die than babies whose mothers get regular prenatal care.

If you are pregnant, it's important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby's heartbeat. You will have tests to catch problems early.



 **Take the first step.** UnitedHealthcare Community Plan has a program that can help your baby get a good start in life. It's called Healthy First Steps. All pregnant women can join. See www.uhccommunityplan.com or call **1-800-599-5985 (TTY 711)** to learn more.

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UnitedHealthcare Community Plan
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Phoenix, AZ 85004



One company, four products

Under control

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. It tells you how well your treatment is working. Get this test 2-4 times per year.
- **CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. LDL should be under 100. HDL should be more than 40 for men and 50 for women. Get this test once a year.
- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **DILATED EYE EXAM:** High blood sugar can cause blindness. In this test, special eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you notice them. Get this test once a year.



We make it easy.

These tests are covered benefits. If you need help making an appointment or getting to the doctor, call member services at **1-800-348-4058 (TTY 711)**.

UnitedHealthcare offers health benefits for people of every age and all walks of life under a variety of brands. In Arizona, we've offered Medicaid, Developmentally Disabled (DD), Children's Rehabilitative Services (CRS) and Medicare Dual Special Needs Plan (SNP) benefits under the UnitedHealthcare Arizona Physicians IPA brand. We have changed the name of the brand to UnitedHealthcare Community Plan, but we are keeping well-known product names, including:

- Medicaid: **Arizona Physicians IPA**
- DD: **Arizona Physicians IPA-DD**
- CRS: **Arizona Physicians IPA-CRS**
- Medicare Dual SNP: **UnitedHealthcare Dual Complete (HMO SNP)**

If you are a member of one or more products, make sure you keep track of all your ID cards. Always show your doctor all the ID cards you have at appointments. You should show the pharmacy all of your ID cards as well.



Need a new ID card? Call member services at **1-800-348-4058 (TTY 711)** to request a new one. You can also request a card online at www.uhccommunityplan.com.



THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only doctors and pharmacists perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM?

Call member services at **1-800-348-4058 (TTY 711)** toll-free.

Ask to speak to someone in utilization management. We will explain how UM works and what it means for your care.



By the book

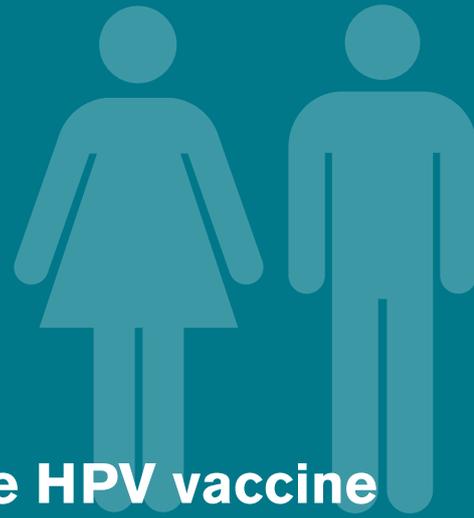
Check out your member handbook.

Have you read your member handbook? It is a great source of information. It tells you how to use your plan. It explains:

- your member rights and responsibilities.
- our privacy policy.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about participating providers.
- how your prescription drug benefits work.
- your copayments or other ways you pay for your healthcare.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



Get smart. You can read the member handbook online at www.uhccommunityplan.com. Or call member services at **1-800-348-4058 (TTY 711)** to have a copy of the handbook mailed to you.



The HPV vaccine

Human papillomavirus (HPV) is the most common sexually transmitted infection. It causes genital warts. Most of the time, it is not serious. But sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and oral cancers in both men and women.

There is a vaccine for HPV. At first, it was just given to girls. Now, it's also recommended for boys. The vaccine works best when given before teens become sexually active. Children should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of 3 shots. Ask about it at your pre-teen's next checkup.

TESTING FOR TODAY

In the future, the HPV vaccine will prevent most cases of cervical cancer. But it wasn't available when today's adults were pre-teens.

In the meantime, women should get screened for cervical cancer with Pap tests. It's a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

Pap tests are recommended for women age 21 and over. Ask your doctor how often you should be tested.



Need a new doctor? See our provider directory at www.uhccommunityplan.com or call member services at **1-800-348-4058 (TTY 711)**.

Picture perfect

To help protect your identity and prevent fraud, AHCCCS is adding pictures to its online verification tool that providers use to verify your coverage. If you have an Arizona driver's license or state issued ID, AHCCCS will get your picture from the Arizona Department of Transportation Motor Vehicle Division (MVD). When providers pull up the AHCCCS eligibility verification screen, they will see your picture (if available) with your coverage details.



\$2 TAXIS

Beginning April 1, 2012, AHCCCS Care members in Maricopa and Pima counties will be charged a \$2 co-pay each way for medically necessary taxi rides for services such as going to and from the doctor or the pharmacy. This means that AHCCCS Care members will be charged \$2 each time a taxi is called and comes to pick up the member.

For example, if the taxi goes from the member's home to the doctor, the AHCCCS Care member will be charged \$2 for that ride. If a taxi is called back to pick up the member at the doctor's office to go to the pharmacy, \$2 will be charged for that ride. If that taxi does not wait at the pharmacy and a taxi is called to take the member back home, another \$2 will be charged for that ride. So the AHCCCS Care member's total co-pay in this example will be \$6.

For more information, go to www.uhccom.munityplan.com.



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind Sesame Street, have teamed up to create *Lead Away!* This is an initiative that provides families with information on lead testing and lead poisoning prevention practices.

Make sure your whole family knows these simple steps to stay safe from lead.

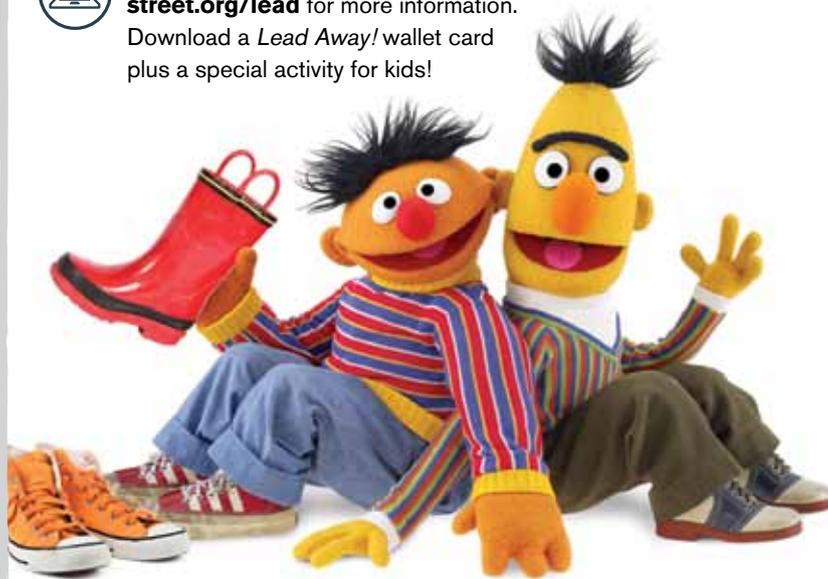
- 1. STAY AWAY FROM DUST.** Let your child know that it's important to stay away from dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.
- 2. LEAVE YOUR SHOES AT THE DOOR.** Explain to your child that having family and visitors take their shoes off at the door will help keep lead away from your home. It's an easy way to make sure that dirt and dust stay outside.
- 3. WASH YOUR HANDS BEFORE YOU EAT.** Show your child how to wash his or her hands well with soap and warm water by washing yours at the same time. Together, wash your hands for at least 20 seconds. Try singing "Twinkle, Twinkle, Little Star" and keep scrubbing until you're done!

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested at ages 1 and 2.



Learn about lead! Visit sesamestreet.org/lead for more information.

Download a *Lead Away!* wallet card plus a special activity for kids!



Partners in Healthy Habits for Life

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