



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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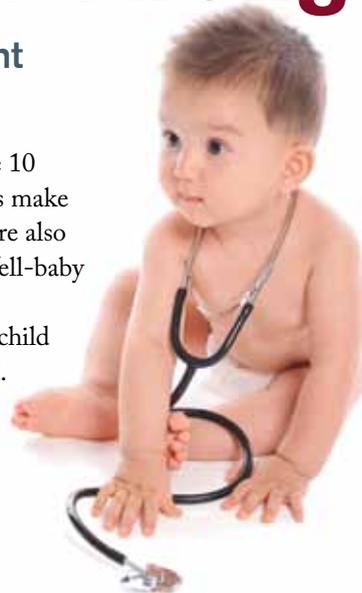
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Grow up strong

Babies need frequent checkups.

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SHOTS:** By age 2, your child will get shots for 14 diseases.



Need help? Are you having a hard time getting appointments with your child's doctor? We can help. Call Member Services toll-free at **1-800-464-9484 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at UHCommunityPlan.com. You may also call Member Services at **1-800-464-9484 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Ask Dr. Health E. Hound

Q. How can I tell if my child is a healthy weight?

A. Ask the doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex. These numbers tell you if your child's weight is healthy.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.



Find Dr. Right. Need to find a new doctor for your child? Use our provider directory at UHCommunityPlan.com. Or, call Member Services at **1-800-464-9484 (TTY 711)**.



Know your options

How you can avoid the emergency room

When your child is sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help your child be seen faster.

WHEN CAN THE PRIMARY CARE PROVIDER (PCP) TREAT YOUR CHILD?

For most illnesses and injuries, your child's PCP's office should be the first place you call. You might get an appointment for later that day. You may be given advice for caring for your child. Your doctor could call in a prescription to the drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU TAKE YOUR CHILD TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU TAKE YOUR CHILD TO THE EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your child's illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for medical problems. The nurse can help you decide the best place to get care for your child's illness or injury. Call NurseLine 24/7 at **1-877-244-0408 (TTY 711)**.



WHAT DO YOU THINK?

You may get a survey from us in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. We want to know what you think of the service we provide. Your opinion helps us make your health plan better.

One in five children has visited a hospital emergency room in the past 12 months.



Quality counts

How we make our plan better

UnitedHealthcare Community Plan wants you to get the best care and service. That's why we have a Quality Management (QM) program. Our QM program helps us learn what we can do better. Then we use it to improve. Our QM program has several member health programs. These programs:

- help members with chronic illnesses like asthma and diabetes get the care they need.
- help pregnant women have healthy babies.
- remind members to get important screenings, tests and immunizations.

We use national standards to see how well our QM program works. The National Committee for Quality Assurance (NCQA) writes the standards. NCQA is an independent agency. It compares the quality programs of health plans. We measure our progress meeting our goals using NCQAs:

- Healthcare Effectiveness Data and Information Set (HEDIS®).
- Consumer Assessment of Healthcare Providers & Systems (CAHPS®).

HEDIS and CAHPS results are given in a national report card.

OUR 2012 *hawk-i* HIGHLIGHTS

CAHPS Measures*	2012	2011	UHC National Average
Rating of All Health Care	86.38%	83.78%	80.62%
Rating of Personal Doctor	87.80%	89.66%	87.00%
Getting Needed Care	88.64%	87.37%	80.97%
How Well Doctors Communicate	97.24%	95.15%	93.57%

*Percentage reflects members who rated their plan 8, 9 or 10 on a scale of 0–10, 10 being best.

HEDIS Measures	2012	2011	NCQA 75th percentile (2011)
Childhood Immunizations Combo 2	84.62%	80.85%	80.65%
Adolescent Immunizations Combo 1	40.65%	33.82%	63.66%



Get it all. If you would like to know more about our quality health programs, go to **UHCommunityPlan.com**. Choose "Health Programs" for your area. You can also get a copy of our QM program description by mail. Please call **1-800-464-9484 (TTY 711)** to ask for a copy.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-464-9484 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-244-0408 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
UHCommunityPlan.com

National Dating Abuse Helpline
Teens can ask questions and talk to a teen or adult. **1-866-331-9474**