



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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Join us

Learn more about your plan.

Learn more about UnitedHealthcare Community Plan. Join us for a New Member Orientation session. Sessions are open to everyone, so bring your friends and family. We will have healthy tips, treats and activities for all ages. Plus, you can:

- schedule a KAN Be Healthy Exam for your child.
- schedule a wellness exam (for adults).
- learn about our Care Management program and the benefits available to you.



We're near. We have sessions in your area. Visit **UHC CommunityPlan.com** or call **1-877-542-9238 (TTY 711)** to find one near you.





Hello

We are proud to provide your KanCare health benefits. We will work to make it easier to get the care you need. With UnitedHealthcare Community Plan, you and your family will get the benefits and services you deserve.

- **WE HAVE THOUSANDS OF DOCTORS.** Your current doctor is probably already in our network. This means you'll have a doctor who already knows your needs.
- **SEE YOUR DOCTOR AS MUCH AS YOU NEED.** You and your children can get exams, immunizations and checkups, including sports and camp physicals.
- **WE PROVIDE DENTAL COVERAGE FOR ADULTS AND KIDS.** Get preventive dental visits to help maintain healthy teeth and gums.
- If you have a chronic illness or need extra support to manage daily activities at home, **ONE OF OUR NURSE CARE COORDINATORS CAN HELP.** We can even provide cell phones for members who need a direct connection to their Care Coordinator.
- **CALL OUR NURSELINE AT 1-855-575-0136 WHENEVER YOU NEED ADVICE** or information, day or night.
- **COVERAGE FOR ROUTINE EYE EXAMS IS INCLUDED.** There's also extra coverage for glasses and contacts.
- **WE OFFER SEVERAL PROGRAMS THAT REWARD MEMBERS** for practicing healthy behaviors.



We're here to help. Please call us at **1-877-542-9238 (TTY 711)** if you ever have a question or need help.



Check out checkups

Kids and adults need regular screenings.

KAN Be Healthy (KBH) is a program for children, teenagers and young adults. It includes regular health screenings to help kids stay healthy. There are four types of KBH screenings:

- KAN Be Healthy Medical – Your Body
- KAN Be Healthy Dental – Your Teeth
- KAN Be Healthy Vision – Your Eyes
- KAN Be Healthy Hearing – Your Ears

At KBH screenings, your child's PCP will check how your child is growing and developing. He or she will also make sure your child's immunizations (shots) are up to date. Kids should get KBH medical screenings at these ages:

- | | | | |
|------------|-------------|-------------|--------------|
| ■ birth | ■ 6 months | ■ 18 months | ■ every year |
| ■ 1 month | ■ 9 months | ■ 24 months | beginning |
| ■ 2 months | ■ 12 months | ■ 30 months | at age 3 |
| ■ 4 months | ■ 15 months | | |

Adults also need wellness checkups. Seeing your PCP when you're not sick is an important way to care for your health. All KanCare members must get a wellness checkup within 90 days of enrolling.

At your checkup, you'll get your cholesterol and blood pressure checked. You'll get other health screenings, too. Your PCP will also check your prescriptions and allergy history. These screens and checkups help us make sure you get the right care.



Call today. Call your or your child's primary care provider (PCP) to set up a KBH screening or adult wellness checkup. If you don't know who your or your child's PCP is or if you want help finding one, call Member Services at **1-877-542-9238 (TTY 711)**.

Q&A



You've got questions. We've got answers.

Q. What is KanCare?

A. KanCare is the name of your health insurance program. It's a new way you receive Medicaid services. KanCare is managed care that combines health care (like doctor visits) with community long-term services and supports (like help in your home). Your KanCare health plan, UnitedHealthcare Community Plan, provides your services.

Q. Can I still get mental health services?

A. Yes. All the mental health services provided before are available to you now.

Q. Can I still get rides to see my doctor?

A. Yes. To get a ride, call **1-877-796-5847** at least three days before your appointment.

Q. Can I continue to see special doctors?

A. Yes. We have many special doctors in our provider network. You will be able to see these doctors or other providers for treatment or follow-up if you need to.

Q. Can I get dental services in KanCare?

A. Yes. Children and adults can get dental exams, cleanings and X-rays, at least once a year.

Q. What if I have Medicare and Medicaid?

A. If you are in both programs, you will use Medicare for many of your health care needs and prescription drugs. You will use KanCare for your Medicaid long-term service and support needs.

Q. What will change for me?

A. Unless you are a person with an intellectual or developmental disability, all of the services covered through your medical card, including in-home and nursing home services, will be coordinated and paid for by UnitedHealthcare Community Plan.

Q. Can I still get prescription medicine?

A. UnitedHealthcare Community Plan includes prescription medicine. As long as your doctor prescribes your medicine, you can continue to take it. We may talk with your doctor about medicines that do the same thing but may cost less. If the medicine is for a mental illness, you can continue to get it.

Q. Will I have to pay anything for services?

A. If you pay a monthly premium now, you still will pay that premium unless your family's income changes. If the service you receive is a covered service, you will not have to pay anything for it. If you have a monthly

client obligation to pay or must spend down to continue to receive Medicaid, you will still need to do that.

Q. Will my Home and Community Based Services (HCBS) waiver services change?

A. If you are on the DD waiver, the KanCare health plans will not manage those services until January 2014. All other HCBS waiver services will be managed by the KanCare health plan you choose or are assigned to. When your plan of care is due for review, there might be changes, but the health plan care manager will make sure you get the services you need.

Q. Will nursing home benefits change under KanCare?

A. They should not change, as long as the nursing home contracts with the KanCare health plan. The health plans must work to contract with all of the nursing homes.



More questions? Call Member Services at **1-877-542-9238 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.



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 UHCCCommunityPlan.com. You may also call Member Services at **1-877-542-9238 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Take charge

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor knows about all the care you have. Here's how you can take charge of your health care:

1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT

before you go. Try to focus on the top three things that you need help with.

2. TELL YOUR DOCTOR ABOUT ANY DRUGS OR VITAMINS

 you take on a regular basis. Bring a written list. Or bring the medicine itself with you.

3. TELL YOUR DOCTOR ABOUT OTHER DOCTORS

 you may be seeing. Mention any medications or treatments they have prescribed for you. Ask other doctors you see for reports of their findings. Get copies of any test results. Bring them to your regular doctor the next time you go.

4. WRITE DOWN YOUR SYMPTOMS.

 Tell your doctor how you feel.

Mention any new symptoms and when they started.

5. BRING SOMEONE FOR SUPPORT.

 He or she can help you remember and write down information.

Check out checkups. Checkups aren't just for kids. They can help adults stay healthy, too. See your doctor once a year for a well visit. You will get any tests or shots you need. Your doctor can look for problems that often don't have symptoms.





Know your options

How you can avoid the emergency room

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

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

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

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you have the option of going 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 GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your 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 your medical problems. The nurse can help you decide the best place to get care for your illness or injury. Call NurseLine 24/7 at **1-855-575-0136 (TTY 711)**.

MAIL CALL

By now, you should have received a member ID card for each person in your family who is a new member. Each card should have a PCP listed. (Call Member Services if you want to change your PCP, or if a PCP is not listed.)

Always carry your member ID card with you. This helps make sure you get your benefits when you need them. Show your member ID card every time you visit the doctor or pharmacy.

A Welcome Packet was also sent to you. It has important information about your plan. Your Welcome Packet includes:

- your KanCare Member Handbook, with details about your benefits.
- a Quick Start Guide, to help you get the most out of your plan right away.



Need ID? If you did not get your new member ID card or Welcome Packet, call us at **1-877-542-9238 (TTY 711)**. We will send one to you right away.



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 the health plan better.



A is for Asthma™

Tips for understanding your child's asthma

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps families manage their children's asthma.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms.
- Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.



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Get resources.
Download and print "My Asthma Profile" at sesamestreet.org/asthma.

Fill out the sheet and give a copy to anyone who takes care of your child.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-877-542-9238 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-855-575-0136 (TTY 711)

United Behavioral Health Get help for mental health or substance abuse problems. **1-855-802-7095 (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

Text4baby Get text messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at text4baby.org.