

THE KEY TO THE GOOD LIFE IS A GREAT PLAN



health TALK

¡VOLTEE PARA ESPAÑOL!

WINTER 2011



NEW NAME, SAME PLAN

We're now **UnitedHealthcare Community Plan**. Only our name has changed. You will still have the same health benefits, personal support and customer service you're used to. Visit our new website at www.uhccommunityplan.com.



HEALTH INSURANCE FOR FAMILIES

You work hard to give your kids a better life. It's not easy, especially if your job doesn't give you health insurance. Maybe your children have health insurance but you don't. But what if you got sick? Who will be there for them?

Now there's help. If your children currently receive Medical Assistance benefits or you are applying to receive Medical Assistance benefits for them, you may also apply for benefits for yourself. It's through the Medical Assistance Program for Families (HealthChoice). For example, a family of four earning up to \$25,600 a year may be eligible. This program covers the whole family — children and adults — for doctor visits, medicine, and dental and vision care!

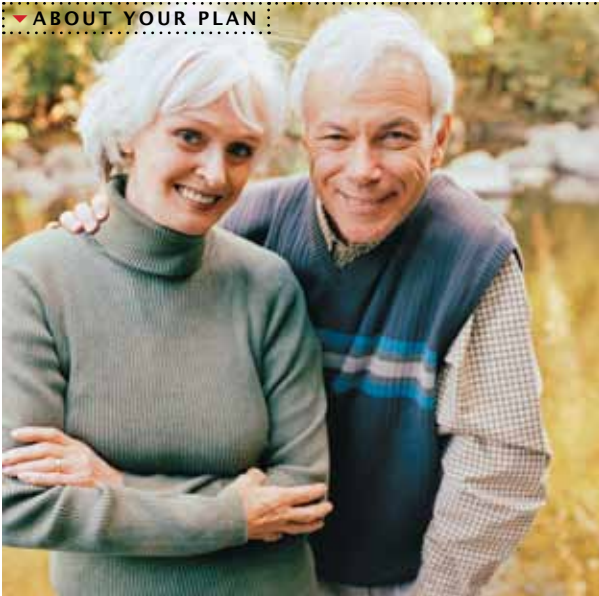


DON'T WAIT! For more information on HealthChoice, call toll-free at 1-877-223-6485.

UnitedHealthcare Community Plan
6095 Marshalee Drive, Ste. 200
Elkridge, MD 21075

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▼ ABOUT YOUR PLAN



questions?

WE CAN EXPLAIN YOUR BENEFITS AND HOW TO GET THE CARE YOU NEED

All UnitedHealthcare members need to know what their insurance covers and how to get these services. Our member services representatives can help you understand:

- your benefits and services — what is covered and what is not.
- how to get your medications and what to do if a medication is not on the preferred drug list.
- any money you will be asked to pay to receive services (co-pay).
- any limits on care or services you get outside of the health plan.
- how to get language help if you speak a language other than English as your first language.
- who are the doctors in the network.
- how to make an appointment with your health care provider.
- how to get specialty and behavioral health care.
- how to get care when your doctor's office is not open.
- how to get care in an emergency.
- how to let us know if you have a complaint.
- what to do if you or a family member covered by UnitedHealthcare needs care when you are out of town.
- how to respond to a situation where you or your doctor has asked for care or a service for you and the care or service was not approved.
- how UnitedHealthcare decides if new ways of treating medical conditions will be added as a benefit (new technology).



GET ANSWERS If you have any questions about these topics, please call member services at 1-800-318-8821. If your question is about behavioral health, call 1-888-291-2507.

▼ CHRONIC CONDITIONS



ALMOST 1 OUT OF 10 CHILDREN HAVE ASTHMA.

take^Adeep^BREATH

UNDERSTAND YOUR ASTHMA MEDICATION

There are many different medications for asthma. Your doctor will prescribe the right ones for you. You should have a written asthma action plan to help you know what to take and when.

LONG-TERM MEDICATIONS

■ Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

RESCUE MEDICATIONS

■ Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



JOIN US UnitedHealthcare has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call 1-800-318-8821 (TTY 711).



honestly

YOU CAN PREVENT FRAUD AND ABUSE

Most UnitedHealthcare HealthChoice members and providers are honest. However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed. If you know fraud or abuse is taking place in the HealthChoice program, you must contact HealthChoice. Your privacy will be protected because you don't have to tell them your name.

FRAUD AND ABUSE FOR HEALTHCHOICE MEMBERS CAN BE THINGS LIKE:

- providing false information or hiding facts to get or keep HealthChoice.
- letting someone else use your HealthChoice ID card.
- selling or giving your prescription medicines to anyone else.

FRAUD AND ABUSE FOR HEALTHCHOICE PROVIDERS CAN BE THINGS LIKE:

- billing UnitedHealthcare for services that were never given.
- billing UnitedHealthcare two or more times for the same service.

TO REPORT FRAUD AND ABUSE:

- Call UnitedHealth Group Compliance Help Line at 1-866-242-7727.
- Call the HealthChoice fraud hotline at 1-866-770-7175 (TTY 1-877-463-3464).
- Go online to www.dhmm.state.md.us, then click on "Report Fraud" located under "Your Latest Information."
- Write to the Department of Health and Mental Hygiene, Office of the Inspector General, 201 West Preston Street, Baltimore, MD 21201.
- Send a fax to 410-333-7194.

benefit updates

Your UnitedHealthcare benefits keep getting better. Beginning January 1, 2011, HealthChoice and Primary Adult Care Program Members can now enjoy the following benefits:

HEALTHCHOICE MEMBERS (AGES 18 AND OVER)

- Dental benefits now include extractions and x-rays.
- There are now no pharmacy co-pays for generic drugs.
- NurseLine provides 24/7 advice from a nurse.

PRIMARY ADULT CARE (PAC) MEMBERS

- Dental benefits now include extractions and x-rays.
- NurseLine provides 24/7 advice from a nurse.

HELLO, NURSE NurseLine is a new service. You can speak to a nurse day or night, any day of the week. The nurse can give you advice for self-care, or let you know if you need to see your doctor or go to urgent care. Call NurseLine toll-free at 1-877-440-0251.

your voice matters

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

SURVEY SAYS If you would like to see the results of previous surveys, visit www.uhccom.munityplan.com. Or, call member services at 1-800-318-8821 (TTY 711) to ask us to mail you a copy.

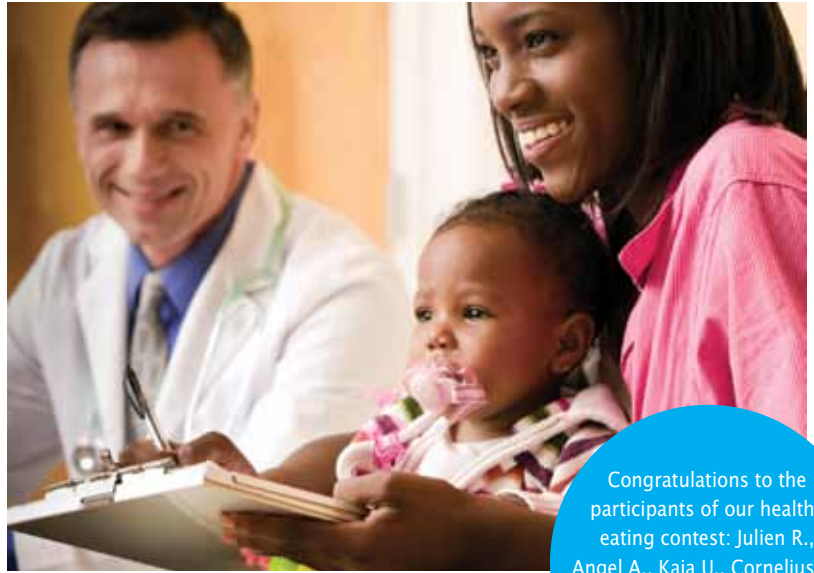


lock and key

We take your privacy seriously. We are very careful with your health information. We also guard your financial information. We have policies in place to protect this information. These policies explain:

- [how we may use this information.](#)
- [when we may share this information with others.](#)
- [what rights you have to your information.](#)

★ IT'S NO SECRET You may read our privacy policy online at www.uhccommunityplan.com. You may also call member services at 1-800-318-8821 (TTY 711) to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Congratulations to the participants of our healthy eating contest: Julien R., Angel A., Kaia U., Cornelius S., William T., Jasmine M., Jeremias M., Gustavo F. and Andrea J.

YOUR story

CELEBRATE BLACK HISTORY MONTH

Black History Month is observed each February. It celebrates the many contributions made in the United States and around the world by those of African descent. We want to hear your story. What does Black History Month mean to you? Send us your story and you could win a prize.

- **Submissions must be no longer than one page.**
- **Entry must be postmarked by February 28, 2011.**
- **Include your name, address, phone number and member ID number.**
- **Send your story to UnitedHealthcare, Attention: Marketing Department, 6095 Marshalee Drive, Ste. 100, Elkridge, MD 21075.**



important phone numbers

UnitedHealthcare Member Services 1-800-318-8821
 24/7 NurseLine 1-877-440-0251
 United Behavioral Health 1-888-291-2507
 Public Mental Health System (MAPS-MD) 1-800-888-1965
 Transportation 1-800-318-8821
 Healthy First Steps 1-800-599-5985
 Department of Social Services 1-800-332-6347
 State Health Choice Enrollee Action Line 1-800-284-4510
 Maryland Healthy Smiles Dental Program 1-888-696-9596
 Adult dental for HealthChoice members ages 21 and over and all Primary Adult Care (PAC) members 1-888-307-6544
 Interpreter Services: **If English is not your native language, please call member services to request an interpreter for your medical visits.**

i SPEAK UP Do you have general questions or suggestions on how we can better serve you? We want to hear them. Please send us an e-mail at unitedhealthcare_questions@uhc.com to let us know what's on your mind. Or, call member services at 1-800-318-8821.

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Partners in Healthy Habits for Life



Food for thought

UnitedHealthcare and Sesame Street have teamed up to make healthy eating and fitness fun for you and your kids. Look for tips on healthy foods and habits on www.UHC4HealthyKids.com.



UnitedHealthcare y Sesame Street se han unido para hacer que los ejercicios y la alimentación saludables sean divertidos para usted y sus niños. Para más consejos sobre alimentos y hábitos saludables visiten www.UHC4HealthyKids.com.

Buen provecho



Partners in Healthy Habits for Life

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Cinco maneras de hacer elecciones saludables en familia

1. Hablen de cómo fue su día a la hora de comer o de la merienda. El desayuno, el almuerzo, la cena y la merienda son momentos maravillosos para compartir.
 2. ¡Cocinen juntos! Esto ayuda a que los niños crezcan gustándoles diferentes alimentos.
 3. Coman sus frutas y verduras. La hora de comer es un buen momento para comer sano con su niño.
 4. Mientras hacen las compras, planeen las comidas. Los vegetales pre-cortados pueden ser caros. En vez, córtelos en la casa. Los niños pueden ayudar a lavar los vegetales y a guardarlos en contenedores reutilizables.
 5. Tome tiempo en el fin de semana para cocinar las comidas. Utilícelas mientras está ocupado durante la semana. La mayoría de los platos integrales, carnes y vegetales se congelan bien y son sobrantes sabrosos.
- Para más consejos sobre **"Buen Provecho: Comer sano por menos"** (¡y recetas fáciles!), visite www.sesamestreet.org/food



Five ways to make healthy choices as a family

1. Share your day during meal or snack times. Breakfast, lunch, dinner and snack time are great chances to connect.
2. Cook together! This helps children grow to like different foods.
3. Eat your fruits and veggies. Mealtimes are great moments to practice healthy eating with your child.
4. Plan for meals even as you shop. Pre-cut vegetables can be costly. Instead, cut your own. At home, children can help wash veggies and store them in reusable containers.
5. Take some time to cook meals on the weekend. Use them when you are busy during the week. Most grains, meats and vegetable dishes freeze well and make tasty leftovers.

For more **"Food for Thought: Eating Well on a Budget"** tips (and easy recipes!), visit www.sesamestreet.org/food.

