

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.


- excellent
- good
- average
- poor

Survey says

The results of the 2011 member satisfaction survey (CAHPS) are in. Thank you to everyone who turned in a survey. Your feedback is very important to us. It helps us provide better health care services.

Some of the questions in the survey asked how happy members were with their personal doctors, their specialists and their healthcare. Results showed that adult members and parents of child members are more satisfied with the health plan overall than they were in 2010. Members are most satisfied with their ability to participate in shared decision-making about their healthcare and with how well their doctors communicate.

Members also say we can improve our health promotion activities. In 2012, we will take action to improve your satisfaction with all of our services.

 **Get it all.** Want to see the full results of the survey? Call the UnitedHealthcare Community Plan quality department at **410-379-3456**.

Home sweet home

Make your PCP your partner in health.

When you go to the same place for most of your healthcare, it's called a medical home. Make your primary care provider's (PCP) office your medical home. Your PCP will provide or coordinate all your health-care. If you need tests or treatments that your PCP cannot provide, your PCP will refer you for this care.

Having a medical home helps you and your PCP get to know each other. When your PCP knows you and your medical history, he or she can provide the best care for your needs.



Find Dr. Right. You should feel comfortable with your PCP. If you are not, choose a new one. To see a list of participating providers, see www.uhcommunityplan.com. Or call **1-800-318-8821 (TTY 711)** to ask for a directory.



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 **1-800-318-8821 (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.uhcommunityplan.com. Or call member services at **1-800-318-8821 (TTY 711)** to have a copy of the handbook mailed to you.



Meet Erin

She is our new health educator.

Looking to learn more about how you can stay healthy? Want to bring a health education event to your community? Contact Erin Anderson, UnitedHealthcare's new health educator!

We want our members to have access to the best health and wellness information available. UnitedHealthcare has hired Erin to bring health education to our members and our community.

In 2011, we offered member education at community events across the state. We also launched our Lead Free Kids initiative, offering blood lead tests and lead poisoning prevention education at four community sites. In 2012, we have continued this initiative, and plan to add many more exciting events.



Questions? Do you have questions about upcoming community events? Would you like to receive educational materials? Contact Erin anytime at **410-379-3456** or via email at md_cs_health_education@uhc.com.

Resource corner

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**

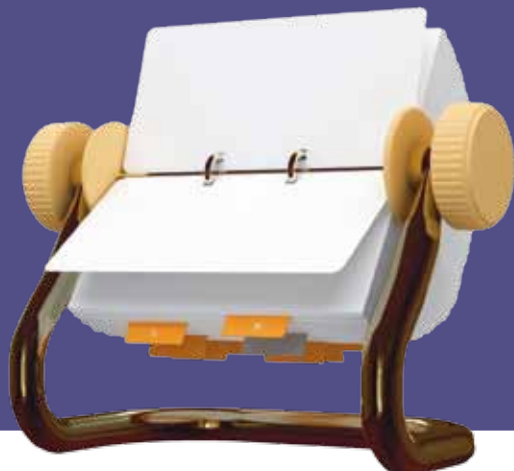
State HealthChoice Enrollee Action Line: **1-800-284-4510**

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**

HealthChoice Fraud Hotline: **1-866-770-7175**

Interpreter Services: If English is not your native language, please call member services to request an interpreter for your medical visits.



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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