



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



UnitedHealthcare®
Community Plan

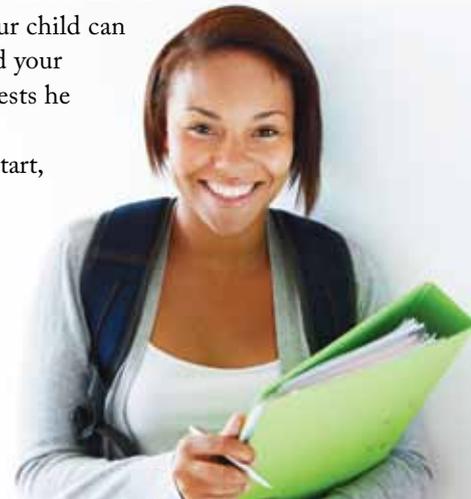
NETWORK NEWS

University of Maryland Medical System (UMMS) physician practices are still part of the UnitedHealthcare Community Plan provider network. You can continue to see your doctor. You will get the same quality service as before. Questions? Call Member Services at **1-800-318-8821 (TTY 711)**.

Teen time

Checkups help keep kids healthy at any age. Even pre-teens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. The doctor and your child can discuss risky behaviors. And your child will get any shots or tests he or she needs.

When the pre-teen years start, it's time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. See **UHCCommunityPlan.com** or call **1-800-318-8821 (TTY 711)** to get a copy.



We care about quality

The UnitedHealthcare Community Plan's Quality Improvement Program works to give our members better care and services. Each year UHC Community Plans report how well they are providing health care services. Many of the things we report on are major public health issues.

In 2011, we improved the number of childhood immunizations and the number of well-care visits that our members received. For 2012, we have continued to improve in well-care visits for adolescents, breast and cervical cancer screenings, prenatal and postpartum visits, and asthma and diabetic treatment.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2011 surveys showed that most of our members rate the health care that they receive above national averages. We listened to our members, and in 2012 have been working to improve our Member Services center.

? **Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-410-379-3460 (TTY 711)**.



Talking to your teen

Eight tips for teaching sexual responsibility

The teen birth rate is the lowest it has ever been. Rates keep falling for all age groups and ethnicities. Parents can help continue this trend. If you are a parent of a teenager, it's important to talk to him or her about sex. Here are eight tips from the National Campaign to Prevent Teen Pregnancy:

1. Be clear about your own sexual values.
2. Talk about sex with your children early and often. Be specific!
3. Know where your kids are, what they are doing and whom they are with.
4. Discourage early, frequent and steady dating.
5. Don't let your daughter date older boys. Or let your son date younger girls.
6. Give your children options for the future that are better than teen parenthood.
7. Tell your kids how much you value education.
8. Build a strong, close relationship with your children from an early age.



Get the facts. Read more about these tips at **thenationalcampaign.org**. A good pregnancy prevention website for teens is **stayteen.org**.

Ask Dr. Health E. Hound

Q. How can I protect my family from the flu?

A. The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Healthy children over the age of 2 can get a nasal spray instead of a shot.

Every member of your family can also do things to keep from being exposed to the flu virus. Help your child:

- wash his or her hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- learn not to touch his or her eyes, nose or mouth.
- eat well, exercise, drink plenty of water and get enough sleep.



Be flu free. UnitedHealthcare Community Plan pays for flu vaccines. There is no cost to you. The best place to get one is at your child's primary care physician's (PCP) office.



ALL IN THE TIMING

When you call to make a medical appointment for your child, tell the office why he or she needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- Emergency: Immediately, or refer to an emergency facility
- Urgent: 24 hours
- Routine symptomatic: 48 hours
- Routine asymptomatic: 6 weeks
- Preventive: 6 weeks



Need help? If you are having trouble getting an appointment, we can help. Call Member Services at **1-800-318-8821 (TTY 711)**.



Problem solving

Understanding complaints, grievances and appeals

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with complaints, grievances and appeals.

- A complaint is when you tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



Here's how. See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at **UHCommunityPlan.com** or through Member Services at **1-800-318-8821 (TTY 711)**.

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

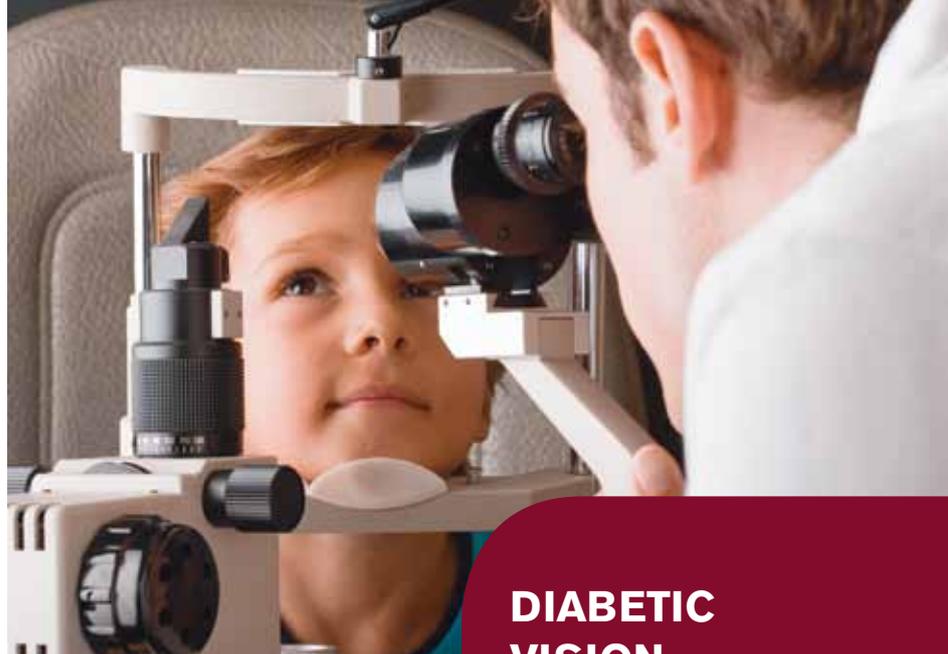
State HealthChoice Enrollee Help Line: 1-800-284-4510

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.



Under control

Why test for A1c?

If you're diabetic, you know how important it is to check your blood sugar often. That little finger prick gives you a good idea about how well you are controlling your diabetes. But it only tells you about your blood sugar at that moment.

There is a test your doctor does that gives a more complete picture. It's called A1c and it provides an average of your glucose over a six- to 12-week period. It's important to keep your blood sugar controlled over the long term to prevent serious complications.

For people without diabetes, normal A1c results are between 4 percent and 6 percent. For people with diabetes, a good A1c result is under 7 percent. If your diabetes is not well-controlled, you should have an A1c test every three months. If you have good control, two tests a year are recommended.

DIABETIC VISION SCREENING EVENTS

Diabetes can damage blood vessels in your eyes and cause blindness. If you have diabetes, you need to have a diabetic eye exam every year. This exam can find problems before your eyes are damaged.

UnitedHealthcare Community Plan is currently holding vision screening events in Montgomery, Prince George's, Howard and Baltimore Counties, as well as Baltimore City. You may be receiving a call from our outreach team inviting you to an event close to you. All diabetic members who receive a qualified screening will be eligible for a \$50 wellness rewards gift card.



See here. If you live in another area or would like to schedule a screening for a different time, please call **1-877-813-4345**. We can help you find an eye doctor and schedule a screening.



Are you diabetic? UnitedHealthcare Community Plan has programs to help people with diabetes and other chronic conditions. Call Member Services at **1-800-318-8821** to learn about these programs.