

THE KEY TO THE GOOD LIFE IS A GREAT PLAN



health TALK

¡VOLTEE PARA ESPAÑOL!

SPRING 2011



NEW VISION CARE VENDOR

Need glasses? March Vision Care will be the new vendor starting June 1, 2011. This means you will soon have more vision providers to choose from. Your benefits will not change. You will still have the same benefits and quality service as before!

▼ ABOUT YOUR PLAN

FAMILY Care

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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▼ BABY BASICS



1 IN 20 PRE-SCHOOLERS HAVE HIGH LEAD LEVELS.

two BY 2

GET YOUR BABY TESTED FOR LEAD

Babies love to put things in their mouths. It's one way they explore their world. But this habit puts them at risk for lead poisoning. Even small amounts of lead can be dangerous. Here are two ways to keep your baby safe:

- 1 AVOID LEAD.** There can be lead in dust, dirt and old paint, especially in older homes. Keep your home clean. Be careful with painted or metal toys or canned food made in other countries. Let tap water run for a minute before drinking it or cooking with it.
- 2 LEAD TEST.** Have your baby tested for lead at 1 and 2 years old or when your doctor recommends. Lead poisoning can be treated when caught. Lead testing is a covered benefit.

▼ CHRONIC CONDITIONS

sweet heart

THE ABC'S OF HEART DISEASE WITH DIABETES

People with diabetes are two to four times more likely to get heart disease than people without diabetes. That's why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABC's of heart disease and diabetes:

- A IS FOR A1C.** This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.
- B IS FOR BLOOD PRESSURE.** Three-quarters of adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.
- C IS FOR CHOLESTEROL.** Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



 **DIABETIC?** UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call 1-800-318-8821 (TTY 711) to learn about these programs.



IN treatment

GETTING HELP FOR ALCOHOL AND OTHER DRUG (AOD) PROBLEMS

About 21 million people in the U.S. misuse alcohol and other drugs each year. People can reduce or stop their drug use with treatment from a health care provider. Health plans across the U.S. now look at two rates every year:

- How many members diagnosed with AOD problems start treatment
- How many members use two more AOD services within 30 days of the start of treatment

If you or someone you love has an AOD problem, please talk with your doctor. Self-help groups such as Alcoholics Anonymous can help. However, self-help does not take the place of treatment with a health care provider. See your primary care provider as a start to ending your problems with alcohol, drugs or other substance issues.



GET HELP To find a provider for help with substance abuse, call talk to your primary care provider or call United Behavioral Health at 1-888-291-2507.

SURVEY SAYS

The results of the 2010 member satisfaction survey are in. Thank you to everyone who turned in a survey. Your feedback is very important to us. Some of the questions in the survey asked how happy members were with their personal doctors, their specialists and their health care. It showed that adult members were more satisfied than in 2009. Results from surveys by the parents of child members were the same as or slightly lower than the 2009 results. In 2011, we will keep trying to improve your satisfaction with our services.

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 reward anyone for saying no to needed care.



QUESTIONS ON UM? Call 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

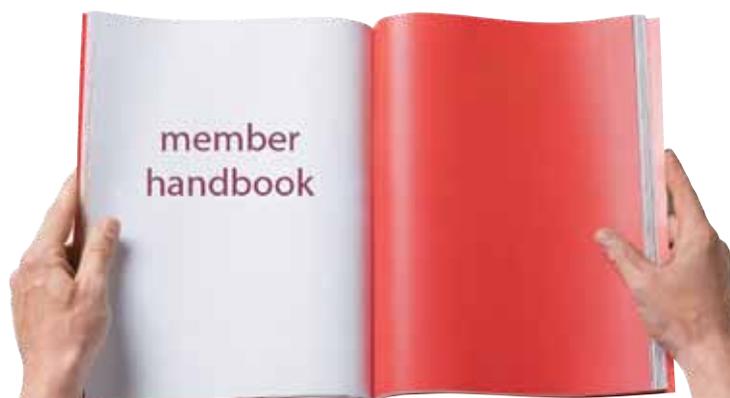
Have you read your member handbook? It is a great source of information. It tells you how to use your plan.

It explains:

- your member rights and responsibilities.
- 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 health care.
- 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 1-800-318-8821 (TTY 711) to have a copy of the handbook mailed to you.



▼ ABOUT YOUR PLAN



hip hop

“YOUR FAVORITE THING ABOUT EASTER” CONTEST

Easter is an annual tradition that gathers families together to celebrate. It is a time for children to enjoy treats, dress up and go Easter egg hunting. We would like to know: “What is your favorite thing about Easter?” Have your child draw a picture and submit it to the health plan for a prize.

- Children must be between the ages of 5 and 12 years old.
- No photographs.
- Drawings must be no larger than 8.5 x 11 inches.
- Entries must be postmarked by May 31, 2011.
- Please submit your child’s name, age, address, phone number and member ID number along with picture.
- Mail the entry to: UnitedHealthcare Marketing Department, 6095 Marshalee Drive, Suite 200, Elkridge, MD 21075.

? **QUESTIONS?** Please e-mail any questions you have about the contest to unitedhealthcare_questions@uhc.com.

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 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
- 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.

▼ YOU AND YOUR DOCTOR

right at home

MAKE YOUR PCP YOUR PARTNER IN HEALTH

When you go to the same place for most of your health care, it’s called a medical home. Make your primary care provider (PCP)’s 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.



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.uhccommunityplan.com. Or call 1-800-318-8821 (TTY 711) to ask for a directory.