



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



UnitedHealthcare® is now



UnitedHealthcare®

Community Plan

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Grow up strong

Babies need frequent checkups.

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SHOTS:** By age 2, your child will get shots for 14 diseases.



Happy New Year! Start the new year off by scheduling your well-baby appointments. The doctor's name and phone number are on your member ID card. Lost your card? Call Member Services toll-free at **1-800-641-1902 (TTY 711)**.

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 UHCCommunityPlan.com. You may also call Member Services at **1-800-641-1902 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Ask Dr. Health E. Hound

Q. How can I tell if my child is a healthy weight?

A. Ask the doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex. These numbers tell you if your child's weight is healthy.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.



Find Dr. Right. Need to find a doctor for your child? Use our provider directory at UHCCommunityPlan.com. Or, call Member Services at **1-800-641-1902 (TTY 711)**.





Know your options

How you can avoid the emergency room

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

WHEN CAN THE PRIMARY CARE PROVIDER (PCP) TREAT YOUR CHILD?

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

WHEN SHOULD YOU TAKE YOUR CHILD TO URGENT CARE?

If you cannot get in to see your doctor, you could go 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. See our website at UHCCommunityPlan.com to find the locations and hours of urgent care centers near you.

WHEN SHOULD YOU TAKE YOUR CHILD TO THE EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your child's 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.

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.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for medical problems. The nurse can help you decide the best place to get care for your child's illness or injury. Call NurseLine 24/7 at **1-877-543-4293 (TTY 711)**.





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 If you do not speak English, Member Services will connect you with an interpreter.

1-800-641-1902 (TTY 711)

NurseLine Get advice from a nurse, including help deciding the best place to get care, 24/7.

1-877-543-4293 (TTY 711)

Magellan Behavioral Health

1-800-424-0333 (TTY 711)

Block Vision

1-800-879-6901

Transportation Services

1-855-230-5353 (TTY 711)

Care Management Nurse care

managers are available Monday–Friday, 8 a.m.–5 p.m.

1-877-856-6351 (TTY 711)

Healthy First Steps

1-800-599-5985 (TTY 711)

Diaper Reward Program

1-888-303-6163 (TTY 711)

Text4baby Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at text4baby.org.

Our website

UHCCommunityPlan.com