



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

Do you need this newsletter or other materials in another language or format? Call **1-800-587-5187** (TTY 711) or visit www.uhccommunityplan.com.



WE NEED YOUR VOICE

Would you be interested in joining the UnitedHealthcare Member Advisory Committee? We want to hear what we do well and where we can do better. Meetings will be held 4 times a year. Transportation and refreshments will be provided. You will be paid a small fee for attending. If you are interested, please call **1-800-587-5187**.

School's out

It's time to make **checkup appointments.**



August is the busiest time for kids' doctors' offices. Beat the rush by making appointments for school and sports physicals now. Collect forms you need for school, sports or camp to take to the doctor.

School-age children and teens need to see the doctor once a year for a well-child visit. At this visit, the doctor will:

- check your child's height, weight and body mass index (BMI).
- give your child any immunizations he or she needs.
- talk to your child about important health and safety topics for his or her age.
- make sure your child is developing well.



Find Dr. Right. Need to find a new doctor for your child? Visit www.uhccommunityplan.com or call member services at **1-800-587-5187**.

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Fear factor

Anxiety and fear are normal feelings. They can help you avoid danger and perform tasks well. The feelings usually go away quickly. But sometimes these feelings get worse with time. They become stronger and affect your daily life.

This is called anxiety disorder. It affects millions of people. Medicine and therapy can help.

If you are having some of these symptoms, it may be time to get treatment.

- feelings of panic or terror about something that poses little danger
- physical symptoms such as a racing heartbeat, trouble breathing or chest pain
- repeated, upsetting thoughts
- constantly repeating actions that make upsetting thoughts go away
- difficulty concentrating
- trouble sleeping or nightmares



Fear not. Call United Behavioral Health at **1-800-435-7486 (TTY 711)**.

They will refer you to a participating mental health professional. If you get mental health care, tell your doctor about it. Ask to sign a release so your providers can share information about your care.

Fraud and abuse

If you see something, say something.

Most Medicaid members and providers are honest. However, even a few dishonest people can cause big problems. If you think fraud or abuse is taking place, you must tell someone. You don't have to give your name.

FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.

FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given or billing twice for the same service.
- ordering tests or services you don't need.

HOW TO REPORT FRAUD AND ABUSE:

Tell us in one of the following ways:

- Call the UnitedHealth Group Ethics and Compliance HelpCenter at **1-800-455-4521**. You can call 24/7.
- Contact member services at **1-800-587-5187 (TTY 711)**.
- Report fraud to the Rhode Island Attorney General's Office by calling **401-222-2566**.



Question & answer

Q. Are generic drugs as safe as brand-name drugs?

A. Yes. Generic drugs may look different from brand-name drugs, but they act the same. They have the same active ingredients. They meet the same quality standards. In fact, the same company that makes the brand-name drug often makes the generic version, too.



Know your benefits. Want to know more about your prescription drug benefits? Need to find a participating pharmacy? Visit www.uhccommunityplan.com or call member services at **1-800-587-5187 (TTY 711)**.

Out of control

Forcing women to get pregnant is one way abusive men control their partners. A recent survey confirmed this. Women who called a domestic violence hotline were asked if their partner ever tried to get them pregnant against their will. One in 4 women said yes. The women told the hotline their partners:

- hid or threw away their birth control pills.
- poked holes in or refused to wear condoms.
- forced them to have unprotected sex.
- pressured them not to use birth control.

This is called reproductive coercion. It's one of several ways abusers control their victims. Other kinds of abuse can be physical or emotional. Abusers may also withhold money or keep victims from seeing friends or family.



Get help. If you are being abused, call the National Domestic Violence

Hotline. Help is free and confidential. Call **1-800-799-SAFE (7233)** (TTY **1-800-787-3224**). If you are in danger, call **911** or your local police. Learn more about domestic violence at www.thehotline.org.



Risky business

Catch kidney disease before it's too late.

Chronic kidney disease happens when tiny blood vessels in the kidneys are damaged. This keeps the kidneys from doing their job of filtering waste from the blood.

Kidney disease is progressive. This means that the damage is permanent. Most people who get kidney disease don't find out until it is too late. They may need to go on dialysis or get a kidney transplant.

Early-stage kidney disease has no symptoms, but it can be controlled. If it's caught early, you can then keep it from getting worse or make it progress more slowly. There are medications and special diets that can help.

There are two simple lab tests that can catch kidney disease before too much damage is done. One test looks for protein in your urine. The other test measures how well your kidneys are filtering your blood.

Talk to your doctor about these tests if you are at risk for kidney disease. You are at risk if you have diabetes, high blood pressure or heart disease. If you have any of these conditions, it's important to keep them under control to prevent kidney disease. Kidney disease also runs in families, so if a close family member has it, you should be tested.

Kidney disease is more common in African-Americans.



Manage your health. UnitedHealthcare has disease management programs. They help people with kidney disease and other conditions. You can get help from a nurse and reminders about important tests. If you have kidney disease, call **1-800-672-2156 (TTY 711)** to ask if you can join.



4 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected sex. Using condoms can reduce the risk of getting chlamydia.
3. Chlamydia doesn't usually have any symptoms. Experts recommend women and teens age 25 and younger get tested for it each year.
4. Chlamydia can be cured with antibiotics. If not treated, it can cause infertility or other long-term problems.



See here

Eye care is important for diabetics.

Diabetes can affect the blood vessels in the eyes. This can lead to blindness. When eye problems are caught early, there are very good treatments. Your eye doctor will check you for any changes in your eyes. If there are changes, the doctor will treat the problem.

The American Diabetes Association says people with diabetes should see the eye doctor at least once a year. These checkups are the best way to detect eye disease caused by diabetes. An ophthalmologist, or eye doctor, is an important member of your health care team. Choose an eye doctor with experience treating patients with diabetes and who can perform eye surgery.

It is important for your primary care doctor to know the results of your eye exam. Ask your eye doctor to send the results of your exam to your primary care doctor.



Look it up. If you need help finding an eye doctor, please call member services at **1-800-587-5187**.



Who to call

Member Services Find a new doctor, join a disease management program or ask benefit questions. **1-800-587-5187**

United Behavioral Health Get referred to a participating mental health or substance abuse treatment provider. **1-800-435-7486**

Healthy First Steps Get pregnancy support. **1-800-559-5985**

Domestic Violence Hotline Get help. **1-800-799-SAFE (7233)**

Ethics and Compliance HelpCenter Report fraud and abuse. **1-800-455-4521**