



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

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](http://www.uhccommunityplan.com).



## HEARD FROM US?

We call all new members to welcome them to the health plan. We ask if there are any questions we can answer. We also tell members about programs that can help them. If you are a new member and have not heard from us, or you have not completed a Health Risk Assessment, please call us. The number is **1-877-460-7681**. We are open Monday–Thursday, 8 a.m.–8 p.m.; Friday, 8 a.m.–4:30 p.m., and Saturday, 9 a.m.–5 p.m.

## Healthy new year!

### How to stick with your health resolutions



The new year is a great time to make positive changes. Popular New Year's resolutions are losing weight, exercising and quitting smoking. Many people also try to reduce stress, drink less alcohol or save money. But by mid-January, most people have trouble sticking to their resolutions. Here are 4 ways to make healthy lifestyle changes stick.

- 1. MAKE A PLAN:** Break your goal down into small steps that are easier to achieve.
- 2. START RIGHT AWAY:** It's never too late to begin. But it's best to start while you are feeling motivated.
- 3. WRITE IT DOWN:** Put your goal and its steps on a calendar or in a journal. Hang a note where you will see it every day.
- 4. THINK LONG-TERM:** You can make your resolutions in one day, but it takes a long time to keep them.

UnitedHealthcare Community Plan  
475 Kilver Street  
Warwick, RI 02886

PRSRST STD U.S. Postage  
**PAID**  
United Health Group

## Lock and key

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We get and keep PHI and FI verbally, in writing and electronically. We use this information to run our business. It helps us provide products, services and information to you.

We guard your PHI and FI closely. We have physical and electronic safeguards. We also 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.

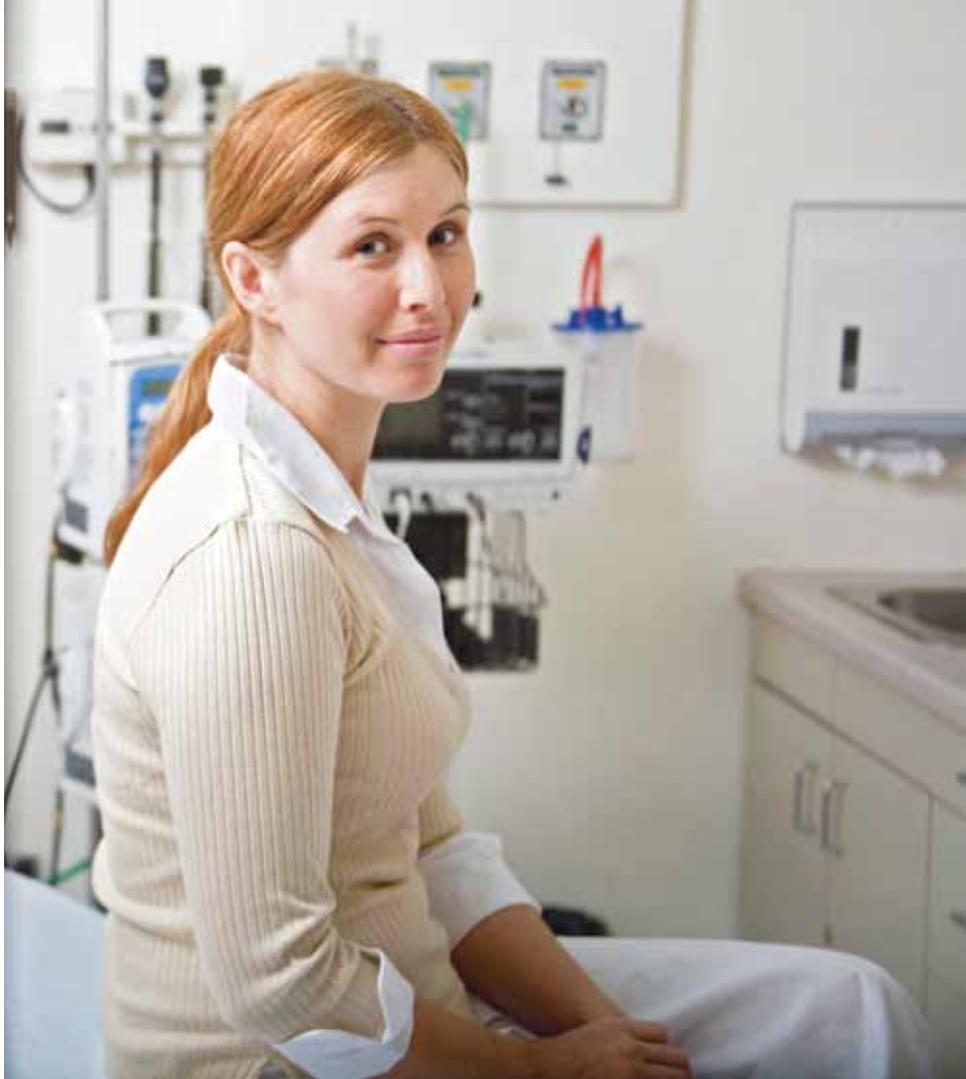
We have policies that explain:

- 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 online at [www.uhcommunity](http://www.uhcommunity)

**plan.com.** You may also call member services at **1-800-587-5187 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Need care now?

### Know your options to avoid the emergency room.

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

#### 1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.

#### 2. WHEN SHOULD YOU GO TO URGENT CARE?

If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses or injuries. They can perform some kinds of medical tests. Many urgent care centers are open at night and on weekends.

#### 3. WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

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



# Ask Dr. Health E. Hound

## Q. Why does my baby need to see the doctor so often?

**A.** Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider. By age 2, your child should have 10 well-baby visits. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

Well-baby visits help the doctor get to know you and your child. They make sure your baby is healthy. They are also a good time for you 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.
- **SCREENINGS:** Your child's vision, hearing and development will be checked.
- **SHOTS:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.



## When to go

Ages for well-baby visits are:

3 to 5 days	9 months
1 month	12 months
2 months	15 months
4 months	18 months
6 months	24 months



**Take the first step.** UnitedHealthcare has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women can join.

See [www.uhccommunityplan.com](http://www.uhccommunityplan.com) or call **1-800-599-5985** to learn more about Healthy First Steps.

## TECH TALK

We provide benefits for proven medical care. Sometimes new tests, treatments or medications become available. The FDA or other government experts may approve them. If they are approved, we will review them. A committee will learn about them. It will find out if they are safe and effective. It will then decide if these services will be covered benefits.



## 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 confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.



**Get results.** If you would like to see the results of previous surveys, visit [www.uhccommunityplan.com](http://www.uhccommunityplan.com).

Or, call member services at **1-800-587-5187 (TTY 711)** to ask us to mail you a copy.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint.  
**1-800-587-5187 (TTY 711)**

**United Behavioral Health** Get help for mental health or substance abuse problems.  
**1-800-435-7486 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support.  
**1-800-599-5985 (TTY 711)**

**Fraud Hotline** Report fraud, waste and abuse.  
**1-866-242-7727 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.  
**[www.uhcommunityplan.com](http://www.uhcommunityplan.com)**

**Making changes?** It is very important that we have the most up-to-date information on file. This will help us send you information about your benefits and programs that can help you. Do you have a change in name, address, telephone number or family status? Do you now have other insurance? Tell us. Please contact member services and your local Department of Human Services office. Also tell your doctor.

# Breathe deeply

## Get the most from your asthma inhaler.

A metered-dose inhaler is the quickest way to get medicine to your lungs to ease breathing. But many people don't use an inhaler the right way. If you don't, the medicine may not get into your lungs. Your symptoms could get worse.

It's important to read the product instructions. Inhalers are not all the same. Ask your doctor or nurse to show you how to use your inhaler. Then have the doctor or nurse watch you use it to make sure you're doing it right. Do this at every doctor visit. Follow these tips to get the most out of your inhaler.

1. Hold the inhaler with the mouthpiece down and shake well.
2. Sit or stand up straight.
3. Tilt your head back a little and exhale fully.
4. Position the mouthpiece as instructed by your doctor. Usually this is 1 to 2 inches from your open mouth. If you have a problem with this method, your doctor may tell you to use a spacer. You can get a spacer at the pharmacy.
5. Press down on the inhaler as you start to breathe in.
6. Inhale until your lungs are full. Then hold your breath for 10 seconds.
7. Exhale slowly.

---

 **We care.** UnitedHealthcare has disease management programs. They help people manage conditions like asthma, diabetes or heart disease. You can get advice from a nurse on the telephone. We will send helpful information in the mail. If you have asthma, call **1-800-587-5187 (TTY 711)** to find out more.

