

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).



### 3 TIPS FOR QUITTING SMOKING

- 1 Talk to your doctor.** Ask about medicines or nicotine replacement.
- 2 Make a plan.** Choose a quit date. Decide what tools you will use to help you quit.
- 3 Get support.** Call your state's Quit Line at 1-800-QUIT-NOW. Join a group at a clinic, hospital or community center. Follow an online program at [www.smokefree.gov](http://www.smokefree.gov) or another website.

### 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](http://www.uhccommunityplan.com). Or call 1-800-587-5187 (TTY 711) to ask for a directory.

UnitedHealthcare Community Plan  
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Warwick, RI 02886

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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 1-800-672-2156 (TTY 711) to learn about these programs.



▼ PREVENTION



# test<sub>TIME</sub>

## YOU CAN BEAT CERVICAL CANCER

More than 12,000 women will find out they have cervical cancer this year. Hispanic and African-American women are more likely to get it. Most women will be cured, thanks to early detection with Pap tests. In the future, many cases of cervical cancer will be prevented with the HPV vaccine.

Pap tests find cancer and pre-cancerous changes early. In a Pap test, your doctor gently scrapes some cells from the surface of your cervix. A lab looks at these cells under a microscope. Start getting Pap tests at age 21, or three years after you start having sex, whichever comes first. Talk to your doctor about how often you should get tested.

Most cervical cancers are caused by the human papillomavirus (HPV). HPV is very common. You get it from unprotected sex. Your doctor may test you for HPV infection. Now, there's a vaccine for HPV. It works best when given to boys and girls well before they become sexually active.

### 3 TIPS FOR MORE ACCURATE PAP TESTS

- 1 Try not to schedule your appointment for a time when you have your period.
- 2 Do not have sex for 48 hours before your appointment.
- 3 Do not douche or use tampons or vaginal creams 48 hours before your appointment.

▼ ABOUT YOUR PLAN

### 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 1-800-587-5187 (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

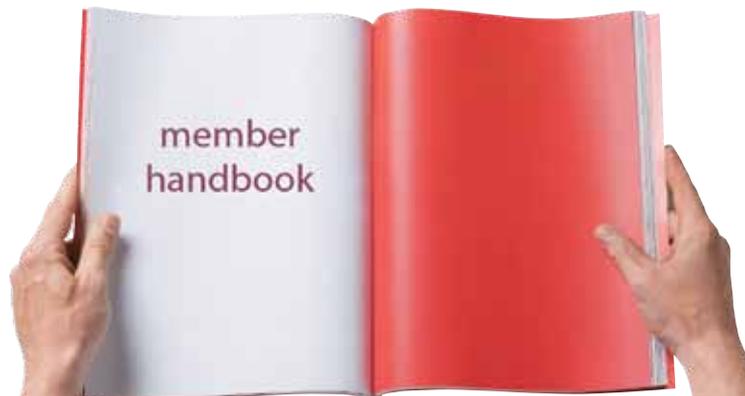
### CHECK OUT YOUR MEMBER HANDBOOK

**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](http://www.uhcommunityplan.com). Or call 1-800-587-5187 (TTY 711) to have a copy of the handbook mailed to you.





**WHEN TO SEE YOUR OB OR MIDWIFE**

- When you find out you are pregnant, or by the 12th week of pregnancy at the latest
- Once a month from your first visit through your 6th month
- Twice a month in your 7th and 8th month
- Once a week in your 9th month
- One week after you give birth if you have a c-section
- Between 4 and 6 weeks after you give birth

**driven to distraction**

COULD YOUR CHILD HAVE ADHD?

**All kids get antsy sometimes.** They don't always pay attention. But some kids may have these problems most of the time. Their behavior can cause problems at home or school.

If your child has at least five of these symptoms at home and at school, talk to his or her doctor about ADHD:

- Gets distracted easily
- Changes activities quickly
- Forgets things often
- Can't follow directions
- Doesn't finish tasks
- Loses things often
- Talks too much
- Can't sit still for long
- Runs around a lot
- Touches everything
- Is very impatient
- Can't control his or her feelings



**GET HELP** ADHD can be managed. Therapy and medication can help. Parents can learn to help children with ADHD control themselves. Call United Behavioral Health at 1-800-435-7486 (TTY 711) to learn more about your behavioral health benefits.

**baby**TIME

UNDERSTANDING GESTATIONAL DIABETES

Sometimes women get diabetes when they are pregnant. This is called gestational diabetes. It causes women to have too much sugar in their blood. It generally goes away after the baby is born.

If you are pregnant, your doctor will order a test for gestational diabetes. You should have the test when you are 24–28 weeks pregnant. Most women with gestational diabetes have healthy babies. But there are some risks:

- Your baby could be larger than normal when born. You might need a c-section to deliver a very large baby.
- Your baby could be born with low blood sugar or jaundice.
- Your baby may have a higher risk of obesity and diabetes.
- You may be at risk for type 2 diabetes when you get older.

Managing gestational diabetes well can help lower these risks. Be sure to follow your doctor's advice.



**HEALTHY FIRST STEPS** Pregnant? UnitedHealthcare has a program that can help you. It's called Healthy First Steps. You can get rewards for getting care on time. See [www.uhcommunityplan.com](http://www.uhcommunityplan.com) or call 1-800-599-5985 (TTY 711) to see how you can join.

# YOU AND YOUR doctor

MAKE YOUR PRIMARY CARE PROVIDER  
YOUR PARTNER IN HEALTH



# USTED Y SU médico

CONVIERTA A SU PROVEEDOR DE ATENCIÓN  
PRIMARIA EN SU SOCIO DE SALUD

# callus

MEMBER SERVICES: 1-800-587-5187

## OTHER IMPORTANT NUMBERS

- **CARE MANAGEMENT** staff is available on site in Rhode Island. To see if you are eligible for one of our case management programs or to speak with a case manager, call us at **1-800-672-2156**.
- Call **UNITED BEHAVIORAL HEALTH** at **1-800-435-7486** (TTY **1-800-486-7914**) for information about mental health and substance abuse treatment.
- For advice and help to **QUIT SMOKING**, call **1-800-TRY-TO-STOP** (**1-800-879-8678**, or TTY **1-800-833-1477**) to reach the **Try-To-Stop Tobacco Resource Center**. Information is also available on their website at [www.makesmokinghistory.org](http://www.makesmokinghistory.org).



**FOR MORE INFORMATION** Call member services at **1-800-587-5187** (hard of hearing dial 711). Information and materials are also on our website at [www.uhcommunityplan.com](http://www.uhcommunityplan.com).

# llámenos

SERVICIOS PARA MIEMBROS: 1-800-587-5187

## OTROS NÚMEROS IMPORTANTES

- El personal de **GESTIÓN DE CASOS** está disponible in situ en Rhode Island. Para ver si usted es elegible para uno de nuestros programas de gestión de casos o para hablar con un gerente de casos, llámenos al **1-800-672-2156**.
- Llame a **SALUD DEL COMPORTAMIENTO DE UNITED** al **1-800-435-7486** (TTY **1-800-486-7914**) para pedir información sobre tratamiento para salud mental y abuso de sustancias.
- Para asesoría y ayuda para **DEJAR DE FUMAR**, llame al **1-800-TRY-TO-STOP** (**1-800-879-8678**, o TTY **1-800-833-1477**) para comunicarse con el **Try-To-Stop Tobacco Resource Center** (Centro de Recursos para Tratar de Dejar el Tabaco). También hay información disponible en el sitio web en [www.makesmokinghistory.org](http://www.makesmokinghistory.org).



**PARA OBTENER MÁS INFORMACIÓN** Llame a servicios para miembros al **1-800-587-5187** (TTY 711). También puede encontrar información y materiales en nuestro sitio web: [www.uhcommunityplan.com](http://www.uhcommunityplan.com).



## on time

### GETTING ACCESS TO THE CARE YOU NEED

**When you call your primary care doctor's office, be sure to tell them about the kind of services that you need.**

If they know what you need, they will know how quickly you should get an appointment.

Here's what you should expect:

- Emergencies should be seen immediately.
- Urgent cases should be seen within 48 hours.
- Routine visits (follow-up care) should be seen in 10 days.
- Well-care visits (annual checkups and immunizations) should be scheduled within six weeks.



## TAKE charge

### HOW TO MAKE THE MOST OF YOUR DOCTOR'S VISIT

**Have you ever left the doctor's office after a visit and couldn't remember what you talked about or what you were supposed to do?** You are not alone! Following these tips can help you better understand and take care of your own and your family's health care needs. Here's how you can take charge:

#### Prepare for your visit.

- Think about what you want to get out of the visit (a diagnosis, a referral to another doctor, relief of symptoms, specific information).
- Try to focus on the top three things that you need help with.
- Tell your doctor about any drugs or vitamins you take on a regular basis. Bring them with you if you can.
- Write down and tell your doctor how you feel. Tell your doctor about any new symptoms and when they started.
- Bring someone for support and to help you remember and write down information.

#### Ask questions.

- Ask your most important question first.
- Take notes or have a friend take notes.
- Ask the doctor to speak slowly and explain things in a way that you understand.
- Ask about medications and side effects and what to do if you are not feeling better.
- Call the doctor's office immediately if you have more questions.

#### Don't leave until you know what you are supposed to do.

- Write down instructions before you leave the office (or the doctor might do this for you).
- Ask for information about your medications, treatment or condition.
- Make an appointment for another visit (within the next day or two) if you need more time with the doctor.

## dr. right

### HOW TO FIND A PROVIDER

**Do you need a new provider?** There are two ways to find one.

- 1 Go to our website at [www.uhccommunityplan.com](http://www.uhccommunityplan.com). In the Member Section you will see our Find a Doc Searchable Directory. Click there and then choose what specialty you are looking for and how far you are willing to travel.
- 2 Call member services at 1-800-587-5187 (TTY 711). We are here to assist you 7 days a week, 24 hours day. We can mail you an up-to-date provider directory. We can also help you choose a provider over the phone.

