



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 are 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 (TTY 711)**.



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 (TTY 711)**.

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UnitedHealthcare Community Plan
475 Kilvert Street
Warwick, RI 02886

We care for you

UnitedHealthcare Community Plan provides care management to members with special needs. Care managers work with the health plan, physicians and outside agencies. They help members get the special services and care they need. Care management helps people who have:

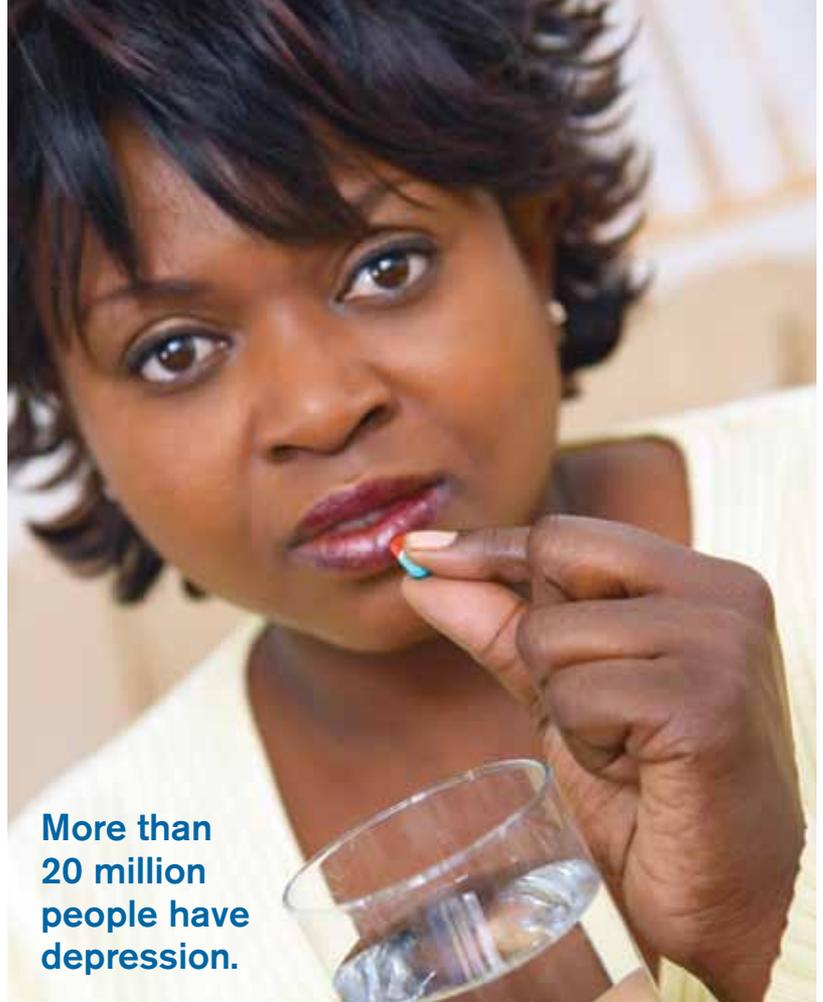
- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse. Disease management helps members with chronic illnesses such as:

- diabetes
- asthma
- heart failure
- COPD



Help is here. If you have special needs or need help managing a chronic illness, call **1-800-672-2156 (TTY 711)**. Ask if you are eligible for care management or disease management.



**More than
20 million
people have
depression.**

The right dose

What you need to know about antidepressants

Depression is a serious, but treatable, condition. It is very common. Many people are helped by medicine for depression. It is one of the most commonly prescribed kinds of drugs. Women are more than twice as likely to take antidepressants as men.

When you understand your medication, you can make sure it is safe and effective for you. Here are 4 things you should know about antidepressants.

- 1. YOU MIGHT NEED TO TRY MORE THAN ONE DRUG.** Six out of 10 people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
- 2. THEY USUALLY TAKE A WHILE TO WORK.** Some drugs take at least 6 weeks until you feel better. Be patient, and keep taking your medicine as directed.
- 3. MOST PEOPLE NOTICE SIDE EFFECTS.** However, they usually go away after a few weeks. Talk to your doctor if they don't.
- 4. DON'T QUIT YOUR MEDICINE SUDDENLY.** You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



Follow up. If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, be sure to see your mental health provider within 7 days after you leave the hospital.



Ask Dr. Health E. Hound

Q. How can I keep my child's baby teeth healthy?

- A.** A recent study showed a large increase in the number of young children with severe tooth decay. Dentists reported seeing preschoolers with as many as 10 cavities. Even though baby teeth aren't permanent, it's important to keep them strong. Here's how you can keep your toddler's or preschooler's teeth healthy.
- Brush your child's teeth twice daily with fluoride toothpaste.
 - Take your child to the dentist twice a year.
 - Teach your child to use a regular cup by 12 to 15 months of age. After age 1, avoid using bottles or sippy cups for anything but water.
 - Give your child mostly fluoridated water to drink. (Most tap water has fluoride. Most bottled water does not.) Limit juice and skip soda.
 - Avoid sweet or sticky snacks like fruit roll-ups, gummies, cookies or candy.



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.



Domestic abuse

It can happen to anyone.

Domestic abuse is when one person in a relationship tries to control another. It can happen to anyone. It doesn't matter if you are young or old, or male or female.

Abusers may physically hurt their victims. But they can also do other things to make you afraid. They may keep you from seeing friends or family or not let you have enough money. You may be a victim of domestic abuse if your partner or caregiver:

1. hurts you with words or physical force.
2. uses sex to hurt you.
3. uses money to control you.



1 out of 3 women has been abused.



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 immediate danger, call **911** or your local police. Learn more about domestic violence at www.thehotline.org.

Confirming better service

Thank you for taking the survey after completing your calls with member services. The information is very helpful to us. Please continue to take the survey each time you call. We want to continue to get better to provide you with the best service possible.

Because of comments we have recently received, we want to tell you about a new process. When you call member services, the customer care professional you speak with needs to confirm information about you before we can help you. We do this two ways. We recently started to ask you to provide us with your member ID and date of birth through an automated process. This automated process lets you speak or enter information. We also ask you to confirm your phone number and address during the call.

We started the automated process to improve the service we give you. It will reduce the number of questions our customer care professionals ask before helping you.

Either way, we must confirm information. This helps us protect your privacy and make sure we provide information to only the people who should know.



food for thought

EATING WELL ON A BUDGET™

Food is best when shared with those you love. You can talk and laugh together over any meal. Involve the whole family at mealtimes. Children can help set the table or even share a story about the day. Working together as a family can help children feel good about food. Here are five more ways to enjoy food with your family:

1. Make breakfast for dinner. Try scrambled eggs or whole-wheat pancakes.
2. Take your lunch to the park.
3. Have a rainy-day picnic at home.
4. Choose a meal theme, such as a Mexican fiesta. Children can make paper place mats or other decorations.
5. Play "Follow the Eater." Have each family member take turns deciding what food to taste a bit of. The other family members then follow along.



Have fun. UnitedHealthcare and Sesame Street have teamed up to make healthy eating and fitness fun for you and your kids. Visit sesamestreet.org/food

for more information, including videos, a children's storybook, a caregiver guide and recipes.



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Partners in Healthy Habits for Life

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Survey says

Tell us what you think
of our new website.

You could win \$25!

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We recently made some changes to our online physician directory. We want to know what you think.

Visit our website at www.uhcommunityplan.com and check out our physician directory. Then, take our survey and we'll enter you in a raffle to win a gift card worth \$25! You can mail in the attached survey card or complete the survey at www.surveymonkey.com/s/uhc-ri-2012. To mail the survey, remove it from the newsletter and tape it shut.

All surveys must be returned by August 31, 2012.

1. Are you able to access the Web directory easily?
 Yes No
2. Is the layout of the information easy to read?
 Yes No
3. Are the words in the directory easy to understand?
 Yes No
4. Is it easy to find a doctor that:
 - a. Speaks your language? Yes No
 - b. Is located in your town or city? Yes No
 - c. Accepts new patients? Yes No
5. Are the instructions for using the Web directory easy to understand?
 Yes No
6. Are you able to move around the Web directory easily?
 Yes No
7. Do you prefer to have the Web directory available in other languages?
 Yes No
8. Do you like the Web directory better than the paper version?
 Yes No
9. Do you have any suggestions to make the Web directory better?
 Yes No

10. Tell us what you like about our Web directory:

You don't have to give us your name. But if you want to be entered into the raffle, please provide the following information:

Name: _____

Daytime phone number: _____

Email address: _____