



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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Just joining us?

3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.

Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.

2. VISIT YOUR PRIMARY CARE PROVIDER (PCP). Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.

3. COMPLETE A HEALTH ASSESSMENT. It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



We're here to help. Call Member Services at **1-800-318-8821 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.

FINDING THE RIGHT TREATMENT FOR ADHD

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.



Does your child take ADHD medicine?

Be sure to keep regular appointments with his or her provider. Behavioral therapy and counseling can also help.



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 medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM? Call Member Services at **1-800-318-8821 (TTY 711)** toll-free. Ask to speak with someone in Utilization Management. We will explain how UM works and what it means for your care.



A family affair

The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.

There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and people of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



See your PCP. Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services at **1-800-318-8821 (TTY 711)**. Or, use our online provider directory at **UHCCommunityPlan.com**.



It's up to you

You can prevent health care fraud and abuse.

Most UnitedHealthcare HealthChoice members and providers are honest. However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed. If you know fraud or abuse is taking place in the HealthChoice program, you must contact HealthChoice. However, your privacy will be protected because you don't have to tell them your name.

FRAUD AND ABUSE FOR HEALTHCHOICE MEMBERS CAN BE THINGS LIKE:

- providing false information or hiding facts to get or keep HealthChoice.
- letting someone else use your HealthChoice ID card.
- selling or giving your prescription medicines to anyone else.

FRAUD AND ABUSE FOR HEALTHCHOICE PROVIDERS CAN BE THINGS LIKE:

- billing UnitedHealthcare for services that were never given.
- billing UnitedHealthcare two or more times for the same service.

HOW TO REPORT FRAUD AND ABUSE:

Tell us in one of the following ways:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727**.
- Call the HealthChoice fraud hotline at **1-866-770-7175**.
- Go online to **ola.state.md.us**, and then click on "Fraud Hotline," then "list of hotlines" then "Medicaid Benefits."
- Write to the Department of Health and Mental Hygiene, Medicaid Program Integrity Recipient Fraud and Abuse Unit, 201 West Preston Street, Room 520, Baltimore, MD 21201
- Send a fax to **410-333-7194** or **410-333-5326**.

Get smart

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- 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.
- 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.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- what copayments or charges you may be responsible for.
- your member rights and responsibilities.
- our privacy policy.
- 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.



By the book. You can read the Member Handbook online at **UHCommunityPlan.com**. Or call Member Services at **1-800-318-8821**

(TTY 711) to have a copy of the handbook mailed to you.



Resource corner

UnitedHealthcare Member Services: 1-800-318-8821

24/7 NurseLine: 1-877-440-0251

United Behavioral Health: 1-888-291-2507

Public Mental Health System (MAPS-MD): 1-800-888-1965

Transportation: 1-800-318-8821

Healthy First Steps: 1-800-599-5985

Department of Social Services: 1-800-332-6347

Maryland Medical Assistance Help Line: 1-800-284-4510

Maryland Healthy Smiles Dental Program: 1-888-696-9596

UnitedHealth Group fraud hotline: 1-866-242-7727

HealthChoice fraud hotline: 1-866-770-7175

Interpreter Services: If English is not your native language, please call Member Services to request an interpreter for your medical visits.



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This initiative gives families information on lead testing and how to prevent lead poisoning.

Learning about lead can help your whole family stay healthy. Lead might not be something you can easily see, but everyone in your family can work together to keep the lead away.

Lead is a kind of metal that can be found in some common items. If lead gets into the body, it can make people sick, especially young children whose bodies are growing. When lead gets into the body, it is called lead poisoning. Knowing where lead can be found is the first step in keeping it away. Lead might be found in:

- dust
- soil
- peeling paint
- old pipes
- old ceramic or pewter cookware
- some toy jewelry and amulets
- some imported cosmetics, toys and crayons

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested before ages 1 and 2.



Learn about lead! Visit sesamestreet.org/lead for more information. Download a *Lead Away!* wallet card plus a special activity for kids!



Partners in Healthy Habits for Life

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