



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058 (TTY 711)**.



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## Name change



### We will soon be UnitedHealthcare Community Plan.

Most people call us Arizona Physicians IPA or APIPA. We have been serving AHCCCS members for 30 years. Starting on Oct. 1, 2013, we'll be known only as UnitedHealthcare Community Plan.

Changing our name won't change any of the reasons why our members choose us. You and your family will still get the high level of service and benefits that you count on.



**New hours.** Member Services for AHCCCS/Medicaid, Children's Rehabilitative Services (CRS) and Developmentally Disabled (DD) will be available 8 a.m. to 5 p.m. Ariz. time, Monday through Friday. We will be closed on Arizona state holidays. Our phone number, **1-800-348-4058 (TTY 711)**, will stay the same.

# Protect your vision

## You can avoid diabetic eye disease.

Diabetic eye disease (also called diabetic retinopathy) is a serious problem. It can lead to loss of sight. There's a lot you can do to prevent this problem. Finding and treating eye problems early can help save sight.

Some people may notice signs of vision changes. Some may not.

Symptoms to tell your doctor about include:

- trouble reading
- blurred vision
- seeing rings around lights
- dark spots
- flashing lights

High blood glucose can damage your eyes with time. So can high blood pressure. Work with your doctor to keep your blood glucose and blood pressure levels in the target range. Have your doctor check your blood pressure at least four times a year.

Even if you're seeing fine, you need regular, complete dilated eye exams. You should have your eyes dilated and examined once a year. Even if you've lost your sight from diabetic eye disease, you still need to have regular eye care.



**See here.** Treating eye problems early can help save sight.

Nationwide Vision may call you to schedule an appointment. But if you have not yet been contacted, please call them at **1-800-481-2779** to schedule an appointment.

## Know your HIV status

Did you know that Arizona ranks 21st among the 50 states in cumulative reported AIDS cases? The Centers for Disease Control (CDC) recommends you know your HIV status. HIV is the virus that causes AIDS.

HIV testing is especially important if you are planning to get pregnant or are already pregnant. Without treatment, one out of four pregnant women with HIV will give the virus to their babies. But women with HIV can have healthy babies.

Pregnant women who take certain drugs only have a 2 percent chance of giving their babies HIV. The drugs are called antiretrovirals. Babies then take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breastfeed their babies. This treatment has reduced the number of babies born with HIV. Today, fewer than 150 babies are born with HIV in the United States each year.



**We can help.** UnitedHealthcare Community Plan has a free disease management program for members with HIV or AIDS.

If you have ever tested positive for HIV or think you might be infected, contact our HIV case manager at **1-877-885-8455, ext. 61058**.

## 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.
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.



**Need treatment?** If you need treatment for a sexually transmitted disease (STD), contact Member Services or your doctor. You can also find a list of County Health Department STD clinics in Arizona at [azdhs.gov](http://azdhs.gov) or by calling the Arizona Department of Health Services at **602-542-1025**.



# Plans and programs

## How UnitedHealthcare Community Plan works for you

UnitedHealthcare Community Plan has people working for you in all areas of Arizona. We are a part of the community. As of Oct. 1, 2013, UnitedHealthcare Community Plan will offer AHCCCS/Medicaid services to members in 13 counties: **Apache, Coconino, Cochise, Graham, Greenlee, La Paz, Maricopa, Mohave, Navajo, Pima, Santa Cruz, Yavapai and Yuma.** We will still be the only plan for Children's Rehabilitative Services in the state.

We have thousands of care providers across the state. Members can choose their doctors, specialists and hospitals from our large network.

### OUR PLANS

UnitedHealthcare Community Plan has health care coverage plans to fit different kinds of needs. We cover more than 318,000 members in Arizona. We serve more than half of the people in Arizona with special needs. Starting on Oct. 1, 2013, members can choose our AHCCCS/Medicaid, CRS, DD and Long Term Care plans by choosing UnitedHealthcare Community Plan. Our plans include:

- **AHCCCS/Medicaid:** A plan for pregnant moms, children, families and people with disabilities. We have been serving AHCCCS members for 30 years.
- **Children's Rehabilitative Services (CRS):** For children and youth who have certain chronic or disabling conditions.
- **Developmentally Disabled:** For people with developmental disabilities such as autism, epilepsy, cerebral palsy or a cognitive disability.
- **Long Term Care:** For elderly, physically disabled and chronically ill people who are signed up with Medicaid.

- **UnitedHealthcare Dual Complete (HMO SNP):** For people who have both AHCCCS Medicaid and Medicare A&B.

### OUR PROGRAMS

UnitedHealthcare Community Plan has programs that help members live healthier lives. They include:

- **Baby Blocks™:** You can earn up to eight great rewards through Baby Blocks by going to the doctor throughout your pregnancy and your baby's first 15 months of life. Staying healthy starts by going to the doctor. Your doctor will make sure your baby is growing well. Once baby is born, your checkup and your baby's checkups can help you prevent sickness or get better when you're sick. Sign up today at [UHCBabyBlocks.com](http://UHCBabyBlocks.com).
- **Heart Smart Sisters™:** This program educates women about the behaviors and chronic conditions that increase their chances of developing heart disease. It empowers them to make changes in their lives that reduce their risk of developing heart disease. We partner with churches, businesses, community organizations, hospitals and doctors to develop events and programs that increase awareness and change behaviors. Look for a Heart Smart Sisters event near you.
- **Sesame Street:** We have three children's health programs with Sesame Workshop. *Lead Away!*™ gives information on lead testing and lead poisoning prevention. *A is for Asthma*™ gives tools to help families manage childhood asthma. *Food for Thought: Eating Well on a Budget* helps families find affordable and nutritious food. Look for a Sesame Street *Food for Thought*™ event near you.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint.

**1-800-348-4058 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support.

**1-800-599-5985 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.

**UHCCommunityPlan.com**

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-877-653-7573 (TTY 711)**.



# Advance directives

## Make your choices known.

You have rights and responsibilities as a member of UnitedHealthcare Community Plan. One is the right to decide about different options for your health care and treatment. To make sure the decisions you make about your care are followed, you should write them down. This document is called an advance directive.

Advance directives are not difficult to write. They tell health care professionals what you want done if you become very ill and can't tell them yourself. If you are not able to express your decisions, a court may appoint a guardian to make decisions for you. Examples of advance directives are the healthcare power of attorney and a living will.



**Learn more.** Read about advance directives on the State of Arizona website at [azag.gov/life\\_care](http://azag.gov/life_care).

## Cultural competency

At UnitedHealthcare Community Plan, we care about our members. We value all of the cultural differences that our members possess. Beliefs about the cause, prevention and treatment of illness vary among cultures. We respect these beliefs in the practices used to maintain UnitedHealthcare Community Plan members' health.



**Read about it.** Read about national standards on Culturally and Linguistically Appropriate Services (CLAS) at [minorityhealth.hhs.gov](http://minorityhealth.hhs.gov).