



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



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## Your best shot

**Arm yourself against the flu.**

When fall arrives, so does flu season. Flu is not just uncomfortable and inconvenient. It can mean time off work, serious complications and even death. Thousands of people are hospitalized and die from the flu each year in the U.S.

The best protection? Get vaccinated every year. The U.S. Centers for Disease Control and Prevention recommends a yearly flu vaccine for everyone age 6 months and older.

The vaccine comes in a shot or nasal spray form. Your doctor can tell you when this season's vaccine is available and which type is right for you.



**Don't wait!** Talk to your doctor about getting the flu vaccine. Need to find a doctor? See the provider directory at [www.unitedhealthcare-texas.com](http://www.unitedhealthcare-texas.com) or call member services at **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)**.

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## 4 REASONS POSTPARTUM CHECKUPS ARE IMPORTANT

- 1. HEALING:** You'll be checked to make sure you are healing well from childbirth. You will have a pelvic exam. If you had an episiotomy or cesarean section, your incision will be looked at.
- 2. DEPRESSION:** Postpartum depression is common. Your provider will ask you questions to check for postpartum depression.
- 3. SEXUAL HEALTH:** Your provider will let you know if you are ready to start having sex again. This is a good time to talk about birth control options.
- 4. BREAST-FEEDING:** Your provider will examine your breasts. You can ask questions about breast-feeding.

See your doctor or midwife six weeks after you give birth for your postpartum checkup. Call to make this appointment right after your baby is born.



### Take the first step.

Join Healthy First Steps, a care management program for pregnant women and new moms. Call **1-800-599-5985 (TTY 711)** to find out more about the program.



## Fighting the blues

Don't be embarrassed about depression.

Depression is a medical problem. It is nothing to be ashamed of. More than 20 million Americans have it. It is much more common in women. African-Americans and Hispanics are also more likely to have it. Some signs include:

- a sad mood that doesn't go away.
- not wanting to do things you once enjoyed.
- eating much more or less than you used to.
- trouble sleeping or sleeping too much.
- lack of energy.
- a hard time thinking.
- thinking about death or suicide.

**1 out of 20 Americans has depression. Only one-third are getting help.**

Depression can be treated. Medication can help. So can therapy. You can also try lifestyle changes. Exercising, getting enough sleep and eating healthy may improve your mood.

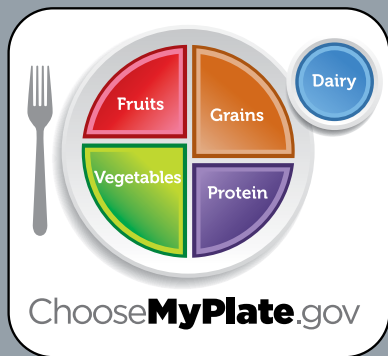


**Get treatment.** If you have symptoms of depression most of the time for more than a few weeks, talk to your doctor. You can also find a mental health provider by calling United Behavioral Health at **1-866-302-3996 (TTY 711)**.

## Question & answer

**Q. What's the best way to quit smoking?**

**A.** There are many resources that can help you quit smoking. Medications can help. You can get support on the phone or online. There are classes you can take in person. Keeping a craving journal or counting how much money you are saving by not smoking can also help. For the best results, use as many resources as you can. Talk to your doctor about creating a quit plan that's right for you.



## MyPlate

The food pyramid is no more. MyPlate has replaced it. The new system is simpler. It divides the plate into four sections with one side dish.

### 1. FRUITS AND VEGETABLES:

They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

**2. GRAINS:** Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

**3. PROTEIN:** Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

**4. DAIRY:** Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



**Set the table.** Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit [www.choosemyplate.gov](http://www.choosemyplate.gov).



## Be a survivor

### Breast cancer screening saves lives.

Breast cancer is the second leading cause of cancer death among U.S. women. But today, there are more than 2 million breast cancer survivors in the U.S. That's partly because breast cancer can be cured if it is found early. Screenings can help find the disease before there are any symptoms. Here are the screenings recommended by the American Cancer Society:

- **SELF-EXAM:** Women should start doing monthly breast self-exams at age 20. A health care expert can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women aged 40 and older are at the highest risk of breast cancer. They should get this specialized breast X-ray every year.

### African-American women have the highest risk of death from breast cancer.

Women with a higher risk of breast cancer may need a special screening plan. African-American women have a higher risk of breast cancer before age 45. They also have the highest risk of death from breast cancer at all ages. Talk to your provider about your risk of breast cancer. Make a plan for regular screening.



**Be whole.** Janet's Law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call member services at **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) (TTY 711).



## Appealing

Do you have a problem with your health plan? UnitedHealthcare wants to know. We have procedures in place. They say how we help members with complaints, grievances and appeals.

- A complaint is when you tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



**Here's how.** See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at [www.unitedhealthcare-texas.com](http://www.unitedhealthcare-texas.com). You can also call member services at **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)** to ask for a copy.

## Who to call

**Member Services** Find a doctor, ask benefit questions or voice a complaint. **1-800-213-5846** (STAR Medicaid members) **1-877-238-8543** (CHIP members) **(TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse. **1-877-839-5407 (TTY 711)**

**United Behavioral Health** Get help for mental health or substance abuse problems. **1-866-302-3996 (TTY 711)**

# We care about quality

**Programs help you get the care and services you need.**

UnitedHealthcare's Quality Improvement program works to give our members better care and services. Each year we report on how well we are providing health care services. Many of the things we report on are major public health issues.

In 2010, we improved the number of screenings our members had for cervical cancer. We also saw more of our members get follow-up visits after they were in the hospital for a mental illness. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations, well baby visits, and breast and cervical cancer screenings. We also worked on having more members get other care when needed. This includes prenatal and postpartum visits and asthma and diabetes treatment.

We also conduct member surveys so we can see how well we are meeting our member's needs. Our 2010 surveys showed that most of our members rate the health care they receive above national averages. We listened to our members. In 2011, we have been working to improve our customer service center.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)**.

