



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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You can quit

Join the Great American Smokeout.

Nearly 47 million people in the United States smoke. But more than 48 million people have kicked the habit. There are many reasons to stop smoking. Some of the benefits of a smoke-free life include:

- better smelling breath, hair and clothing.
- whiter teeth.
- lower risk of certain types of cancer.
- lower risk of heart and lung disease.
- saving money.
- improving overall fitness.

The Great American Smokeout may be a good day for you to stop smoking. This annual event asks smokers to make a plan to quit. This year's date is Nov. 15.



You can do it. Quitting smoking is not easy. Ask your doctor about medications that can help. Support also helps. Call your local Quitline toll-free at **1-800-QUIT-NOW (1-800-784-8669)**.

We care about quality

Each year, UnitedHealthcare Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2011, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had follow-up visits following hospitalizations for mental illness and diabetic HbA1c and LDL testing. For 2012, we want to improve the number of well visits children aged 3–6 get and the number of timely prenatal and postpartum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2011 surveys showed improvement in how our members rate their personal doctors, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2012, we are improving processes in our prior authorization center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-888-887-9003 (TTY 711)**.



Know the risks

Lower breast cancer risk with a healthy lifestyle.

Breast cancer is the second most common form of cancer among U.S. women. There are many risk factors linked to breast cancer. Most of these factors are out of your control. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for women over 40 to get a mammogram each year. This specialized breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught right away. Talk to your doctor about your risk of getting breast cancer. Make a plan for a breast cancer screening.



Janet's Law. This law says that health plans must pay for reconstruction for women who have breast cancer surgery. Have questions about your benefits for breast cancer detection and treatment? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

Teen time

Checkups help keep kids healthy at any age. Even pre-teens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. The doctor and your child can discuss risky behaviors. And your child will get any shots or tests he or she needs.

When the pre-teen years start, it's time for another round of shots. Three vaccines are recommended for most 11- to 12-year-olds:

- tetanus, diphtheria and pertussis (Tdap)
- human papillomavirus (HPV)
- meningococcal (MCV4)

In addition, teens need a booster of MCV4 at age 16.





Fraud and abuse

If you see something, say something.

Most Medicaid members and providers are honest. But even a few dishonest people can cause big problems. If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.
- not being truthful about your health, where you live or your income.

FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given.
- billing twice for the same service.
- ordering tests or services you don't need.

TWO WAYS TO REPORT FRAUD AND ABUSE:

- Report fraud to HHSC Office of the Inspector General toll-free by calling **1-800-436-6184**.
- Or visit <https://oig.hhsc.state.tx.us> and under the "I Want To" section, click on "Report Fraud, Waste, or Abuse" to complete an online form.

Ask Dr. Health E. Hound

Q. How can I protect my family from the flu?

A. The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Healthy people between the ages of 2 and 49 who are not pregnant can get a nasal spray instead of a shot.

Every member of your family can also do things to keep from being exposed to the flu virus:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink plenty of water and get enough sleep.



ALL IN THE TIMING

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes.

- Emergency: the same day
- Urgent PCP visit: within 24 hours
- Routine PCP visit: within 14 days
- Specialist visit: within 14 days



Need help? If you are having trouble getting an appointment, let us know. We may be able to help. Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.



Be flu free. UnitedHealthcare Community Plan pays for flu vaccines. There is no cost to you. The best place to get one is at your primary care physician's (PCP) office. You can also get one at any clinic that accepts UnitedHealthcare Community Plan.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint (toll-free).

1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-800-535-6714 (TTY 711)

NowClinic Doctors may diagnose conditions and prescribe medication (if appropriate) day or night, by phone (toll-free).

1-855-634-3571 (TTY 711)

State Smoking Quitline Get support to quit smoking (toll-free).

1-800-QUITNOW (1-800-784-8669)

Healthy First Steps Get pregnancy and parenting support (toll-free).

1-800-599-5985 (TTY 711)

National Domestic Violence Hotline Get help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Our website Use our provider directory or read our member handbook.

UHCommunityPlan.com



Healthy First Steps

Get support for a healthy pregnancy and beyond.

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants and Children (WIC).

BABY TIME?

Call your provider's office the day you come home from the hospital. Make an appointment for a postpartum visit. Ask to be seen in 4–6 weeks. If you had a C-section, you'll need two visits — one at 1–2 weeks and one at 4–6 weeks.



Expecting? For a happy and healthy pregnancy, enroll in Healthy First Steps today. Call **1-800-599-5985 (TTY 711)**, Monday–Friday, 8 a.m.–5 p.m. Central time (toll-free). There's no extra cost to you.