

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.



3 TIPS FOR QUITTING SMOKING

- 1 Talk to your doctor.** Ask about medicines or nicotine replacement.
- 2 Make a plan.** Choose a quit date. Decide what tools you will use to help you quit.
- 3 Get support.** Call the Arizona Smoker's Hotline at 1-800-556-6222. Join a group at a clinic, hospital or community center. Follow an online program at www.ashline.org or another website.

YOU AND YOUR DOCTOR



right
AT home

MAKE YOUR DOCTOR YOUR PARTNER IN HEALTH

When you go to the same place for most of your health care, it's called a **medical home**. Make your primary care provider (PCP)'s office your medical home. Your PCP will provide or coordinate your health care. If you need tests or treatments that your PCP cannot provide, your PCP will refer you for this care.

Having a medical home helps you and your PCP get to know each other. When your PCP knows you and your medical history, he or she can provide the best care for your needs.

 **DR. RIGHT** You should feel comfortable with your PCP. If you are not, choose a new one. To see a list of participating providers, see www.myapipa.com. Or call 1-800-348-4058 (TTY 711) to ask for a directory.

United Health Group
PAID
PRSRT STD U.S. Postage

UnitedHealthcare Arizona Physicians IPA
3141 North Third Avenue
Phoenix, AZ 85013-4345

▼ BABY BASICS



1 IN 20 PRE-SCHOOLERS HAVE HIGH LEAD LEVELS.

two BY 2

GET YOUR BABY TESTED FOR LEAD

Babies love to put things in their mouths. It's one way they explore their world. But this habit puts them at risk for lead poisoning. Even small amounts of lead can be dangerous. Here are two ways to keep your baby safe:

- 1 AVOID LEAD.** There can be lead in dust, dirt and old paint, especially in older homes. Keep your home clean. Be careful with painted or metal toys or canned food made in other countries. Let tap water run for a minute before drinking it or cooking with it.
- 2 LEAD TEST.** Have your baby tested for lead at 1 and 2 years old or when your doctor recommends. Lead poisoning can be treated when caught. Lead testing is a covered benefit.

JUST A DROP Lead screening uses just a few drops of blood. Call your PCP or 1-888-664-2777 to schedule a lead screening appointment for your child.

▼ CHRONIC CONDITIONS

sweet heart

THE ABC'S OF HEART DISEASE WITH DIABETES

People with diabetes are two to four times more likely to get heart disease than people without diabetes. That's why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABC's of heart disease and diabetes:

- A IS FOR A1C.** This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.
- B IS FOR BLOOD PRESSURE.** Three-quarters of adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.
- C IS FOR CHOLESTEROL.** Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.

DIABETIC? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call 1-800-348-4058 (TTY 711) to learn about these programs.



▼ PREVENTION



test_{TIME}

YOU CAN BEAT CERVICAL CANCER

More than 12,000 women will find out they have cervical cancer this year. Hispanic and African-American women are more likely to get it. Most women will be cured, thanks to early detection with Pap tests. In the future, many cases of cervical cancer will be prevented with the HPV vaccine.

Pap tests find cancer and pre-cancerous changes early. In a Pap test, your doctor gently scrapes some cells from the surface of your cervix. A lab looks at these cells under a microscope. Start getting Pap tests at age 21, or three years after you start having sex, whichever comes first. Talk to your doctor about how often you should get tested.

Most cervical cancers are caused by the human papillomavirus (HPV). HPV is very common. You get it from unprotected sex. Your doctor may test you for HPV infection. Now, there's a vaccine for HPV. It works best when given to boys and girls well before they become sexually active.

Female and male members ages 11 through 20 years are eligible to get the HPV vaccine. Members ages 9 and 10 are covered if they are deemed to be in a high risk situation. Talk to your PCP for more information.



GET CHECKED Call your PCP or 1-888-664-2777 to schedule a cervical cancer screening appointment.

▼ ABOUT YOUR PLAN

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 doctors and pharmacists perform UM. We do not reward anyone for saying no to needed care.



QUESTIONS ON UM? Call 1-800-348-4058 (TTY 711) toll-free. Ask to speak to someone in utilization management. We will explain how UM works and what it means for your care.



by the book

CHECK OUT YOUR MEMBER HANDBOOK

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

- your member rights and responsibilities.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- 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.
- your copayments or other ways you pay for your health care.
- 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.
- 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.



GET SMART You can read the member handbook online at www.myapipa.com. Or call 1-800-348-4058 (TTY 711) to have a copy of the handbook mailed to you.





WHEN TO SEE YOUR OB OR MIDWIFE

- When you find out you are pregnant, or by the 12th week of pregnancy at the latest
- Once a month from your first visit through your 6th month
- Twice a month in your 7th and 8th month
- Once a week in your 9th month
- One week after you give birth if you have a c-section
- Between 4 and 6 weeks after you give birth

positively

WOMEN WITH HIV CAN HAVE HEALTHY BABIES

Without treatment, one out of four pregnant women with HIV will give the virus to their babies.

HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well. Pregnant women who take certain drugs only have a 2 percent chance of giving their babies HIV. The drugs are called antiretrovirals.

Babies 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.



TEXT4BABY Pregnant? Have a new baby? You can get free text messages about your baby's health and development on your cell phone. To get messages in English, text **BABY** to 511411. To get the messages in Spanish, text **BEBE** to 511411. Or register at www.text4baby.org.

babyTIME

UNDERSTANDING GESTATIONAL DIABETES

Sometimes women get diabetes when they are pregnant. This is called gestational diabetes. It causes women to have too much sugar in their blood. It generally goes away after the baby is born.

If you are pregnant, your doctor will order a test for gestational diabetes. You should have the test when you are 24–28 weeks pregnant. Most women with gestational diabetes have healthy babies. But there are some risks:

- Your baby could be larger than normal when born. You might need a c-section to deliver a very large baby.
- Your baby could be born with low blood sugar or jaundice.
- Your baby may have a higher risk of obesity and diabetes.
- You may be at risk for type 2 diabetes when you get older.

Managing gestational diabetes well can help lower these risks. Be sure to follow your doctor's advice.

 **HEALTHY FIRST STEPS** Pregnant? UnitedHealthcare has a program that can help you. It's called Healthy First Steps. See www.myapipa.com or call 1-800-599-5985 (TTY 711) to see how you can join.