



## quick tip

Detergent, batteries and bug spray are things we use all the time. It's easy to forget they can also be dangerous. Read the labels and keep these products in a safe place, away from children and pets. Know your local poison control number in case anything is swallowed or misused.



A PUBLICATION JUST FOR YOU FROM

## UnitedHealthcare®



A UnitedHealth Group Company

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San Antonio, TX 78265-9620

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### HEALTHY LIFESTYLES

## NO price FOR fitness

DON'T LET A TIGHT BUDGET STOP YOU FROM EXERCISING

Getting a gym membership or a personal trainer can cost a lot of money. But there are less expensive ways to keep fit. Here are some activities you can do at little or no cost:

- walking and jogging
- using exercise videos
- bicycling
- lifting weights (You don't even need dumbbells; you can use common items like canned goods, bottles of water or bags of potatoes.)
- dancing
- playing basketball, soccer or other sports
- jumping rope

Don't let high costs stop you from finding something you love to do and doing it every day. Remember, your health is priceless.



### » DID YOU KNOW?

Just 30 minutes of exercise three days a week can make your body stronger. Regular exercise gives you more energy and lowers your risk for disease.



## HIV protection

### STAY SAFE FROM AIDS

**HIV is the virus that causes AIDS.** There is no cure for HIV, but a mix of drugs called the “cocktail” has helped patients have healthier lives. Exercising, eating a healthy diet, getting lots of rest and getting immunizations like the flu shot can also help. But the virus can still be passed on, so it’s important to be responsible and honest.

HIV is spread through bodily liquids like blood and semen. It is most often spread through sex and used needles. A mom can also give her baby the virus when she gives birth or breastfeeds, but a doctor can help keep this from happening. Sharing food, holding hands or sharing bathrooms will not spread HIV.

To protect your health, always use a condom during sex. Have sex with only one partner and get tested for STDs. Do not use illegal drugs and don’t share any medical supplies or razors.

**GET TESTED** Protect the ones you love. HIV testing is a covered benefit. Ask your doctor for a test. Or, call your health plan to find out where you can get tested.

# QA

**Q** What happens if my baby has an ear infection?

**A** Ear infections happen to many young children, and can be very uncomfortable. The good news is that they usually go away by themselves and most children stop getting them by age 5 or 6. Babies with an ear infection might pull at their ears, cry more, have trouble sleeping, be fussier or get a fever. Call your doctor if your baby shows these signs for more than a day, or if you see blood or pus coming from your baby’s ear. Doctors may prescribe medicine if your baby has ear infections a lot. For healthy, older children, doctors may wait to see if the infection clears up by itself.



### GET IMMUNIZED THIS YEAR

**You don’t want to get the flu this winter.** At best, it makes you feel lousy. Plus, it can lead to serious complications. Protect yourself by getting a flu vaccine every year. The vaccine is available in shot and nasal spray form. It’s recommended for everyone. Flu shots are even more important for people at higher risk for complications:

- adults over 50 years old
- children 6 months to 5 years old
- pregnant women or women planning to get pregnant
- people who have chronic conditions such as asthma, diabetes or heart disease
- people who live with or care for any of the above



**YOUR BEST SHOT** Ask your doctor for a flu shot. Flu shots are FREE with your health plan.



# Get with the Beat

## LIVING WITH HEART DISEASE

Having a heart attack or heart disease changes your life. But you can take control of these changes, and your health. Here are some little things you can do that make a big difference.

### RECOVERY

- Get lots of rest, but begin moving around to exercise your heart.
- Pace yourself. It's okay to do things more slowly. Rest when you feel tired.
- Take your prescribed medicine.
- Call your doctor if you have questions or feel sick.



### 5 REASONS WHY ADULTS NEED SHOTS, TOO

Many of the vaccinations you got as a child will protect you for life. But you still need some shots as an adult, because:

- 1 BOOSTERS** Some vaccines stop working over time.
- 2 NEW** Some vaccines were not available when you were a child.
- 3 MISSED** You might have missed some vaccinations.
- 4 AGING** As you get older, some illnesses are more dangerous.
- 5 LIFESTYLE** Your lifestyle may put you at risk for some diseases.

Talk to your doctor about shots you might need.



### EXERCISE

- Take a walk every day, or get at least 30 minutes of physical activity. If you can't, break it down into three 10-minute segments.
- Warm up and cool down for 10 minutes when you exercise.
- Do different types of exercise, like cycling or lifting weights.
- Check with your doctor before starting an exercise program.



### DIET

- Eat oily fish such as salmon, trout or herring at least twice a week for omega-3 fatty acids.
- Cut back on meat.
- Add more servings of veggies.
- Snack on fresh fruit.



Other lifestyle changes can also help. You may be able to avoid having another heart attack. You can also slow the progression of heart disease. Quit smoking. Join a cardiac rehabilitation program. Talk to someone if you feel depressed. Manage your stress. You can also try meditation or yoga, or talking to an expert.



**TALK TO YOUR DOCTOR** about your heart disease risk factors. If you are at risk, take care of your heart now.

▼ PREVENTION



club MID

IMMUNIZATIONS FOR TEENS

**Do you have a middle or high school student?**

If so, it might be time to take him or her for another round of vaccinations. Some shots given to babies wear off over time and need to be given again. Some shots were not available when today's teens were babies. Some shots now come with new recommendations. And other shots are meant for teens.

SHOTS FOR MOST TEENS

Most teens will need these shots when they turn 11 or 12.

- Diphtheria, Tetanus, Pertussis (Tdap)
- Human Papillomavirus (HPV)
- Meningococcal (MCV4)

SHOTS FOR HIGH-RISK TEENS

Teens at high risk for certain diseases or complications might need these shots. Ask your child's doctor about them.

- Pneumococcal (PPV)
- Influenza (yearly)
- Hepatitis A

CATCH-UP SHOTS FOR TEENS

Your child should have completed these series of shots earlier. If not, he or she can catch up on them now.

- Hepatitis B (HepB)
- Poliovirus (IPV)
- Measles, Mumps, Rubella (MMR)
- Chicken Pox (Varicella)



**STAY ON TRACK** Ask your teenager's doctor about the shots that he or she needs. Make copies of your child's vaccination record so you can give them to schools, camps, sports programs or new doctors that need them.

▼ PRESCRIPTION DRUGS

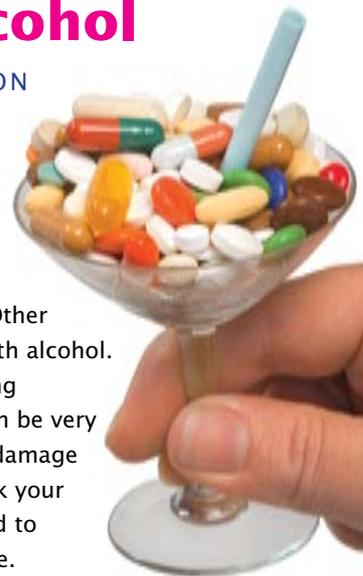
# drugs and alcohol

## A DANGEROUS COMBINATION

**Q. CAN I DRINK ALCOHOL WHEN TAKING MEDICATION?**

**A. It's usually not a good idea.**

Having a drink with some medicines can make you very sleepy or upset your stomach. Other medicines don't work as well with alcohol. Some even get stronger. Drinking alcohol with some medicines can be very dangerous. It could cause liver damage or blood pressure problems. Ask your doctor or pharmacist if you need to avoid alcohol with your medicine.



**BE SAFE** Get all your prescriptions filled at the same store. Or, always go to the same chain for your prescriptions. That way, the pharmacist can see all the medicines you take. This helps avoid interactions.

▼ BABY BASICS



get THE lead OUT

## WHY DOES MY CHILD NEED A LEAD SCREENING?

**Lead cannot be seen or smelled.** Lead can be found in toys and clothes. It is also found in soil, imported foods and water in pipes in your house. There aren't always signs of lead poisoning. Sometimes it makes children tired or gives them headaches or stomachaches.

The only way to know for sure is to have your child screened for lead. All children need lead screenings between 6 and 12 months of age. They need their second screenings when they turn 2 years old. If they have not been screened before, they should get tested at 3 and 6 years of age.



**DON'T WAIT** If your child has not been screened, please see your child's doctor as soon as possible. Ask about having your child screened for lead and other important health conditions.



# WHAT'S new?

HOW YOUR HEALTH PLAN HAS GOTTEN EVEN BETTER

- New hospitals for STAR Medicaid members
- New appeals and grievances address for STAR Medicaid members
- New services for CHIP members

## CHIP changes

VALUE-ADDED SERVICES MAKE YOUR PLAN BETTER

### VISION CARE

Vision services are provided by Spectera eye doctors. Upgrades to your vision plan include:

- A better selection of frames and lenses, up to a maximum benefit of \$75.
- Replacement glasses, up to once a year due to loss, theft or damage of frames and/or lenses.
- Contact lenses, provided instead of glasses, up to a maximum benefit of \$105. Fitting/evaluation fees, contacts and up to two follow-up visits are included.

### HEALTH IMPROVEMENT

UnitedHealthcare - Texas offers several programs to help members improve their health.

- Hypoallergenic mattress covers and pillow cases for qualified members with asthma, up to a one-time benefit of \$100. Members must be in the CHIP program for three months or longer, be enrolled in asthma case management, and have a referral and prior authorization from a participating provider.
- Increased benefits for over-the-counter tobacco cessation products, up to a total maximum benefit of \$150. A referral from the member's PCP is required.
- Weight Watchers program memberships, up to a maximum annual benefit of \$40. Members must be in the CHIP program for three months or longer and have a referral from their PCP.

### SPORTS/SCHOOL PHYSICALS

One sports or school physical is covered each year, when performed by the member's CHIP PCP.

### TELEPHONE HELP

Temporary telephone assistance is provided for qualified members. Members must be in the CHIP program for three months or longer and have a referral or prior authorization from their CHIP PCP.



**WANT MORE?** If you are interested in learning more about any of the CHIP value-added services, please call Member Services at 877-238-8543.

# NEW hospitals

The following hospital systems are part of the UnitedHealthcare – Texas hospital network. As network hospitals, they accept both UnitedHealthcare STAR and CHIP health plans.

## MEMORIAL HERMANN HEALTHCARE SYSTEM (MHHS)

### MHHS Children's Hospital

6411 Fannin St.  
Houston  
713-704-5437

### MHHS Hermann Hospital

6411 Fannin St.  
Houston  
713-704-4000

### MHHS Northwest Hospital

1635 North Loop W  
Houston  
713-867-2000

### MHHS The Woodlands Hospital

9250 Pinecroft Dr.  
Woodlands  
281-364-2300

### MHHS Southeast Hospital

11800 Astoria Blvd.  
Houston  
281-929-6100

### MHHS Southwest Hospital

7600 Beechnut St.  
Houston  
713-456-5000

### MHHS Memorial City Hospital

921 N. Gessner Dr.  
Houston  
713-932-3000

### MHHS Sugar Land Hospital

17500 W. Grand Parkway South  
Sugar Land  
281-725-5000

### MHHS Katy Hospital

23900 Katy Fwy.  
Katy  
281-644-7000

### MHHS Northeast Hospital

18951 Memorial North  
Humble  
281-540-7700

## HOSPITAL CORPORATION OF AMERICA (HCA)

### Conroe Regional Medical Center

504 Medical Center Blvd.  
Conroe  
936-539-1111

### The Women's Hospital of Texas

7600 Fannin St.  
Houston  
713-790-1234

### East Houston Medical Center

13111 East Fwy.  
Houston  
713-393-2000

### Spring Branch Medical Center

8850 Long Point Rd.  
Houston  
713-467-6555

### Texas Orthopedic Hospital

7401 S. Main St.  
Houston  
713-799-8600

### West Houston Medical Center

12141 Richmond Ave.  
Houston  
281-558-3444

### Kingwood Medical Center

22999 Highway 59 N.  
Humble  
281-348-8000

### Bayshore Medical Center

4000 Spencer Hwy.  
Pasadena  
713-359-2000

### Mainland Center Hospital

6801 Emmett F. Lowry Expy.  
Texas City  
409-938-5000

### Clear Lake Regional Medical Center

500 Medical Center Blvd.  
Webster  
281-332-2511



# disagree

WITH US?

WRITE TO OUR NEW  
UNITEDHEALTHCARE – TEXAS STAR  
APPEALS AND GRIEVANCE ADDRESS

If you don't agree with a decision that we have made about your coverage, you can ask us to change the decision. You do this using the appeals and grievance process.

The address for sending grievances and appeals to us has changed. Your member handbook may have the old address. The new address is:

UnitedHealthcare – Texas  
P.O. Box 31364  
Salt Lake City, UT 84131



**NEED A DOC?** For a complete listing of network doctors and hospitals, call STAR at 800-213-5846 or CHIP at 877-238-8543 or see our Web site at [at www.uhctexasstar.com](http://www.uhctexasstar.com) or [www.uhctexaschip.com](http://www.uhctexaschip.com).



**APPEALING?** If you have any questions or want to learn how to appeal a decision or file a grievance, call Member Services at 800-213-5846.