



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

More than one in 10 adults have been diagnosed with heart disease. Heart disease is the No. 1 cause of death in the United States.



## Pre-teen time

### Shots for 11- to 12-year-olds

When your pre-teen is 11 or 12, it's time for more immunizations. They should be given at your child's annual checkup.

Shots recommended for boys and girls in this age group are:

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

HPV can also be given to teens and young adults up to age 26.

Talk to your doctor about catching up on any missed vaccinations for Hep A, Hep B, Varicella and MMR.



**Call today.** Make your pre-teen's annual well care visit with his or her PCP. If you need help finding a PCP near you, please call Member Services at **1-800-348-4058**.



## By the book

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

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about network providers.
- how your prescription drug benefits work.
- 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.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- your member rights and responsibilities.
- our privacy policy.
- 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 it all.** You can read the Member Handbook online at **MyUHC.com/CommunityPlan**. Or call Member Services toll-free at **1-800-348-4058 (TTY 711)** to request a copy of the handbook.

## 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 medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



**Questions on UM?** Call Member Services at **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.

## Culture club

### Celebrating your diversity

We respect our members' cultures. We train our staff and providers. We teach them to understand, communicate and interact with our members. We are sensitive to our members' diverse backgrounds. We consider their beliefs, values and traditions.

We also make culturally competent materials and services available. For example:

- Our Member Handbook tells members about their right to culturally competent care.
- Members can ask for interpreters.
- Members can ask to have materials translated into another language or format.
- We have providers who speak languages other than English. The provider directory says what languages providers speak.

Also, our providers are always learning new and improved ways to provide culturally competent care. We send them a provider newsletter and training materials written by the Cultural Competency Committee.



**Questions?** Please refer to your Member Handbook. Or call Member Services for help at **1-800-348-4058 (TTY 711)**.

# Under control

## Make your diabetic health a priority.

It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Which of these tests are you missing?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last two to three months. It tells you how well your treatment is working. Get this test three or four times per year.
- **CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. Your doctor can tell you the HDL and total cholesterol numbers you should aim for. Get this test once a year.
- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **DILATED EYE EXAM:** Uncontrolled diabetes can cause blindness. In this test, eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you'll ever notice them. Get this test once a year.



**We make it easy.** These tests are covered benefits. Need help making an appointment or getting to the doctor? Call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

## Need behavioral healthcare?

Mental health and substance abuse treatment is available from the agencies below.

### REGIONAL BEHAVIORAL HEALTH AUTHORITIES (RBHA)

**Cenpatico** (Cochise, Gila, Graham, Greenlee, La Paz, Pima, Santa Cruz, Yuma Counties)

Member Services: **1-866-495-6738**  
Crisis Line: **1-866-495-6735**

**CPSA** (Pima County)

Member Services: **1-800-771-9889**  
Crisis Line: **1-800-796-6762**

**Magellan** (Maricopa County)

Member Services: **1-800-564-5465**  
Crisis Line: **1-800-631-1314**

**NARBHA** (Apache, Coconino, Mohave, Navajo, Yavapai Counties)

Member Services: **1-800-640-2123**  
Crisis Line: **1-877-765-4060**

### TRIBAL REGIONAL BEHAVIORAL HEALTH AUTHORITIES (TRBHA)

**Apache White Mountain**

Member Services: **520-879-6060**  
Crisis Line: **1-877-336-4811**

**Gila River**

Member Services: **540-562-7140**  
Crisis Line: **1-800-259-3449**

**Navajo Nation**

Member Services: **928-729-4349**  
Crisis Line: **1-866-841-0277**

**Pascua Yaqui**

Member Services: **520-879-6060**  
Crisis Line: **1-877-342-0912**





## Let's get physical

Beginning March 1, 2014, AHCCCS added a new outpatient physical therapy benefit. It's for adult members 21 years of age or older. This new benefit will cover 15 outpatient physical therapy visits. They must be needed to *keep* a level of function or help *get to* a level of function. Before this change, physical therapy was only allowed when it could *restore* a level of function. The 15 outpatient physical therapy visits are covered during each benefit year.



**Questions?** Need to know more about coverage of outpatient physical therapy? Call Member Services at **1-800-348-4058**.

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

# Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This program gives families information on lead testing and preventing lead poisoning. Make sure your whole family knows these simple tips to stay safe from lead:

- **STAY AWAY FROM DUST.** Let your child know that it's important to stay away from dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.
- **LEAVE YOUR SHOES AT THE DOOR.** It's an easy way to make sure that dirt and dust stay outside.
- **WASH YOUR HANDS BEFORE YOU EAT.** Show your child how to wash his or her hands well with soap and warm water by washing yours at the same time. Together, wash your hands for at least 20 seconds.
- **STAY AWAY FROM PEELING PAINT.** If you have peeling paint in your home, contact your local health department to find out the best way to clean it up.
- **CHECK YOUR CHILD'S TOYS.** Look at your child's toys to see if they are dusty or have any chipped or damaged areas. Find out about toy recalls by visiting the U.S. Consumer Product Safety Commission at [cpsc.gov](http://cpsc.gov).

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested before ages 1 and 2.



**Learn about lead!** Visit [sesamestreet.org/lead](http://sesamestreet.org/lead) for

more information. Download a *Lead Away!* wallet card plus a special activity for kids!



Partners in Healthy Habits for Life

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