



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Take the first step



Healthy pregnancies = healthy babies

If you're pregnant, Healthy First Steps can help. Whether you're expecting your first baby or your third, get personal support every step of the way. When you join, you'll work with a team to help you:

- choose a provider for you and your baby.
- schedule provider visits and find a ride to visits.
- answer questions about what to expect during pregnancy.
- connect with local resources like Women, Infants, and Children (WIC).

We're also available for up to six weeks after delivery. We can help you get care after your baby is born. We'll even make your postpartum appointment for you.



Join today. Call **1-800-599-5985 (TTY 711)** toll-free, Monday through Friday, 8 a.m. to 5 p.m. Central time. Healthy First Steps is already part of your benefits. There's no extra cost to you.

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UnitedHealthcare Community Plan
6095 Marshalee Drive, Ste. 200
Elkridge, MD 21075

Baby basics

5 reasons to vaccinate your child

Years ago, many children suffered or even died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them healthy. If children do not get their shots on time, they are at risk for these diseases. There are many reasons to vaccinate:

- 1. THESE DISEASES ARE STILL AROUND.** Kids can still get them. For example, whooping cough outbreaks have been reported recently.
- 2. DISEASES CAN CROSS BORDERS EASILY.** Some diseases we immunize for are still common in other countries. Travelers can bring them to your community.
- 3. VACCINES ARE SAFE.** They have been tested. Studies show they do not cause autism or other conditions.
- 4. THEY MEAN LESS MISSED WORK AND SCHOOL.** Healthy kids can go to school or day care. Their parents can go to work.
- 5. THEY PROTECT YOUR FAMILY, FRIENDS AND COMMUNITY.** When more people are vaccinated, everyone is safer.



Keep track. Keep a record of what shots your child gets and when. Share it with any new providers you see. Need to find a provider for your child? Visit **UHCommunityPlan.com**.



KNOW YOUR DRUG BENEFITS

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

- 1. WHAT DRUGS ARE ON OUR FORMULARY.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.** There are more than 65,000 network pharmacies. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. HOW TO GET EXCEPTIONS.** You can ask for drugs that might otherwise be limited or not covered. Your provider can help you make a request.



Look here. Visit **UHCommunityPlan.com** to learn about your drug benefits. Or, call Member Services toll-free at **1-800-318-8821 (TTY 711)**.

Ask Dr. Health E. Hound

Q: Could my child have asthma?

A: Asthma usually begins before a child turns 5 years old. Kids with asthma may wheeze or cough, even when they don't have a cold. They may have trouble breathing sometimes. They may get a lot of lung infections. They may have other allergies, including skin allergies. They may have a parent with asthma. If your child has these signs or risk factors, talk to his or her care provider about asthma.

If your child has asthma, it's important to learn how to manage it. You will need to give him or her medication as directed. You will also need to avoid things that make his or her asthma worse. You will learn how to tell when your child's asthma is flaring up, and when he or she needs emergency care. It's also important to keep all follow-up appointments with your child's provider.



Keeping kidneys healthy

You can prevent diabetic kidney disease.

Your kidneys act as filters for your blood. If you have diabetes, you are at risk for kidney problems. If your blood pressure or blood sugar is high, kidney damage is even more likely.

There are things you can do to keep your kidneys healthy. Follow the diet your doctor says you should. Keep your blood sugar and blood pressure under control. Take your medicines as directed. Spend 30 minutes or more being active most days. Don't smoke.

Early kidney damage has no symptoms. Simple tests can find it before it gets worse. If you have diabetes, get tested at least once a year for kidney disease.



We can help. UnitedHealthcare Community Plan has a program to help people with diabetes. Call **1-800-318-8821 (TTY 711)** toll-free to join.

TAKE CARE

Your primary care provider (PCP) is the best person to help you when you are sick or injured. Your PCP knows you and your medical history. He or she has your medical records.

Call your PCP's office first when you need care. You might get an appointment for later that day. Your PCP could call in a prescription to your drugstore. You can even call at night or on weekends.

Your PCP may tell you to go to an urgent care center. You may also go to one if you can't reach your PCP. Many urgent care centers are open at night and on weekends.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.



Get advice. UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night, who can help you decide the best place to get care. Call NurseLine toll-free 24/7 at **1-877-440-0251 (TTY 711)**.

Plan ahead

Know where to get care

- **LAB SERVICES:** If your doctor orders a lab test or blood work, you can visit any LabCorp in Maryland. For directions and hours, please visit LabCorp.com.
- **VISION EXAMS:** UnitedHealthcare Community Plan provides vision care for our members through March Vision. For help finding an eye doctor, please visit UHCCommunityPlan.com.
- **PRIMARY CARE:** It's important to visit your primary care physician (PCP) regularly — even if you are not sick! See your primary care doctor at least once a year for checkups, screenings and immunizations.
- **POSTPARTUM EXAMS:** Every mother needs a postpartum exam 3–8 weeks after delivery. This exam is important, even if this is not your first child. You can now receive your postpartum exam without leaving home! To schedule a postpartum exam in your home, at a time that works for you, just call 1-855-817-5624.



SMILE!

Your coverage is getting even better. As of January 1, 2014, adult members of UnitedHealthcare Community Plan have \$0 copays for prescriptions and a new dental benefit. These new benefits are at no additional cost to you. Dental coverage for adults includes:

- an oral exam and cleaning twice a year.
- x-rays.
- limited extractions.



Learn more. Please visit our website at UHCCommunityPlan.com or call Member Services at 1-800-318-8821 (TTY 711).

Resource corner

UnitedHealthcare Member Services: 1-800-318-8821

24/7 NurseLine: 1-877-440-0251

United Behavioral Health: 1-888-291-2507

Public Mental Health System (MAPS-MD): 1-800-888-1965

Transportation: 1-800-318-8821

UnitedHealthcare Outreach: 1-800-860-5257

UnitedHealthcare Health Education: 1-855-817-5624

Healthy First Steps: 1-800-599-5985

Department of Social Services: 1-800-332-6347

Maryland Health Connection: marylandhealthconnection.gov 1-855-642-8572

Maryland Medical Assistance Help Line: 1-800-284-4510

Maryland Healthy Smiles Dental Program: 1-888-696-9596

UnitedHealth Group fraud hotline: 1-866-242-7727

HealthChoice fraud hotline: 1-866-770-7175

Clinical practice guidelines: UHCCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html

Interpretation Services: If English is not your native language, please call Member Services to request interpretation services for your medical visits.