



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## FREE LUNCH

“Meet up and Eat up” summer food sites are where children younger than 18 can grab lunch with friends. Local parks, schools and recreation centers offer a free tasty meal to fuel their summer. Call **211** or text **FoodMI** to **877877** for a location near you!

## What to expect

### Don't forget your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife six weeks after you give birth. If you had a cesarean section, you should also go two weeks after you give birth. At your postpartum checkup, your provider will:

- check to make sure you are healing well from childbirth.
- screen you for postpartum depression.
- do a pelvic exam to make sure your reproductive organs are returning to your pre-pregnancy state.
- let you know if you are ready to start having sex again and talk about birth control options.
- answer questions about breastfeeding and examine your breasts.



**Pregnant?** Join Healthy First Steps. This free program provides support and information. Call **1-800-599-5985 (TTY 711)** to learn more.





# Crush cancer

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT:** Mammography

**WHY:** To catch breast cancer early

**WHEN:** Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

**WHAT:** Colonoscopy

**WHY:** To catch or prevent colorectal cancer

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

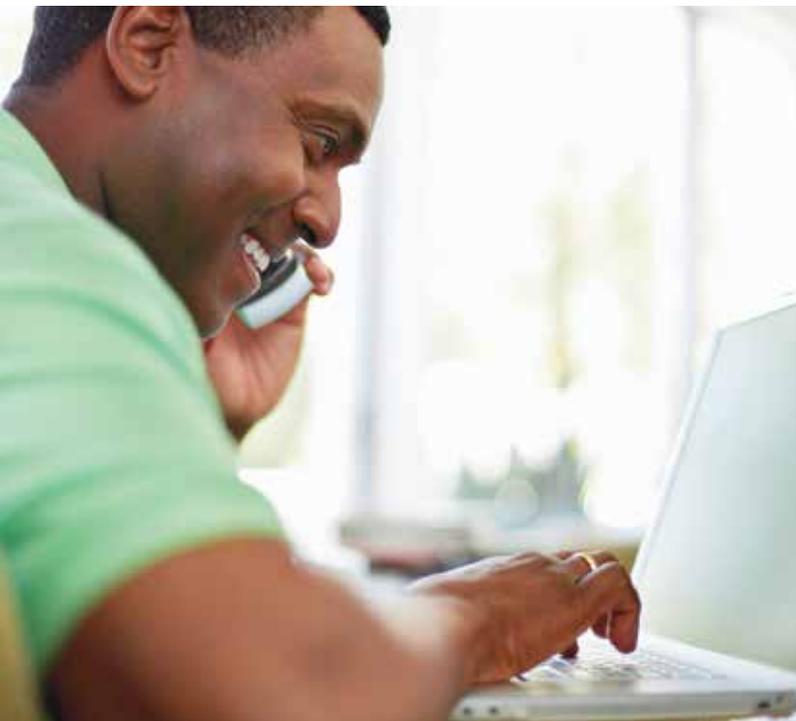
**WHAT:** Pap and HPV screening

**WHY:** To catch or prevent cervical cancer

**WHEN:** Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



**Are you at risk?** Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.



## Vote!

UnitedHealthcare Community Plan's board of directors has an opening. The job of the board is to make decisions that affect the health plan and its members. Some people who serve on the board are members just like you. Any adult member, at least 18 years old, is eligible to be on the board. You can vote to reelect William Ralston of Southfield, Michigan or nominate another adult member.



**Here's how.** Call **1-800-753-2630**. After you hear the beep, leave your name, UnitedHealthcare Community Plan ID number, a daytime phone number and the name of the candidate you are nominating or voting for. You can vote from Friday, July 25 through Friday, August 8. You can only vote once.



# Finding Dr. Right

## Make your PCP your partner in health.

When you joined your health plan, you chose a primary care provider (PCP). Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, choose a new one. Think about what you want in a PCP. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours or need one located near public transportation.

There are different types of doctors who are PCPs:

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's health care.
- **INTERNISTS** treat adults only.
- **PEDIATRICIANS** treat children from birth through the teen years.
- **OB/GYNs** provide women's health care. Women can choose one in addition to their PCP. They provide birth control and STD testing. They also provide prenatal care and deliver babies.
- **PHYSICIAN ASSISTANTS (PAs) AND ADVANCE PRACTICE REGISTERED NURSES (APRNs)** provide primary care for children or adults. They are highly trained and work under supervision of physicians. They may also work in medical specialties, like orthopedics or diabetes care.
- **CERTIFIED NURSE MIDWIVES (CNMs)** provide women's healthcare.



**What's your type?** For a list of participating providers, see [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan).

# We care for you

UnitedHealthcare Community Plan provides care management to members with special needs. Care managers work with the health plan, members' physicians and outside agencies. They help members get the special services and care they need. Care management helps people who have:

- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse. They help members with chronic illnesses such as:

- diabetes
- CHF
- asthma
- COPD
- coronary artery disease



**Help is here.** Do you have special needs or need help managing a chronic illness? Call Customer Services at **1-800-903-5253 (TTY 711)**. Ask about programs that can help you.



## THE RIGHT DOSE

Depression is a serious, but treatable, condition. It is very common. Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



**Follow up.** If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.

# Where to get care

Know how to get the right care in the right place.

**1. YOUR PCP** For most illnesses or injuries, your primary care office should be the first place you call when you need care.



**2. URGENT CARE:** If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients for many kinds of illnesses or injuries.

**3. HOSPITAL EMERGENCY ROOM:** Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.



**See your ID.** Your primary care provider's (PCPs) name and phone number are on your UnitedHealthcare Community Plan ID card. Call your PCP first when you need care.

## BEAT THE RUSH

Summer is often a busy time for kids' doctors. Call early to schedule a checkup. Bring school and sports health forms you need signed to the visit.

# Welcome to the Community!

UnitedHealthcare Community Plan met with another group of members at the Detroit Zoo. After attending a short educational session, members were treated to a fun-filled day at the zoo, on us! Members learned how to get the most out of their plan, and met with our staff and Dr. Health E. Hound, too. More Welcome to the Community sessions will be held throughout the year — look for your invitation in the mail.



## It's your choice

### Giving consent to treatment

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you in a way that you can understand. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives include:

- **A LIVING WILL** is a paper that explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot tell people your own decisions about life support.
- **A DURABLE POWER OF ATTORNEY** is a paper that lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you if you become unable to make medical decisions. You can also have a durable power of attorney for mental health care.
- **A DECLARATION FOR MENTAL HEALTH TREATMENT** is an important option for people with mental illness.

It lets you choose who will make mental health treatment decisions for you if you are too sick to make good choices. It also lets you state your wishes about what kinds of mental health treatment you want or don't want.



**Write it down.** Ask your doctor or hospital for a form to help you create an advance directive. Forms are also available from Customer Services at **1-800-903-5253 (TTY 711)**. Give copies of the form to your providers and someone you trust and keep one for yourself.

### TALK TIME

Your privacy is very important to us. We cannot talk to anyone about your health unless you give us written permission. Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just call Member Services to ask for an Authorization to Release Information form. This form gives the person you choose permission to talk to UnitedHealthcare Community Plan about your care.

## WELCOME HEALTHY MICHIGAN PLAN MEMBERS!

If you qualify for the Healthy Michigan Plan, you can get affordable health care with UnitedHealthcare Community Plan. We make sure you get all the health care you need at a low cost that works for your budget.

We are happy you have chosen us. Be sure to fill out the short health survey or HRA (Health Risk Assessment) we mailed to you in your New Member Welcome Kit. You fill out sections 1–3 and your PCP will fill out section 4. See your PCP within the first 60 days of becoming our member to earn rewards. Keep a copy with your PCP's signature as proof that you completed your Healthy Michigan Plan appointment.



## Take charge

### Be a partner in your care.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. Here's how you can take charge of your health care:

- 1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT** before you go. Try to focus on the top three things that you need help with.
- 2. TELL YOUR PROVIDER ABOUT ANY DRUGS** or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
- 3. TELL YOUR PROVIDER ABOUT OTHER PROVIDERS** you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.
- 4. If you are seeing a specialist, ASK HIM OR HER FOR A REPORT OF THE FINDINGS.** Get a copy of any test results. Give this information to your PCP the next time you go.
- 5. WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
- 6. BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.



**Check out checkups.** See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan).



## Need a lift?

We can get you there.

If you need a ride to your medical visit, we can help you get there. Transportation is free to UnitedHealthcare Community Plan members.

**TO GET A RIDE:** It is best to call to ask for a ride four days before your visit. If there is a bus service near you, you may be asked to use it unless there is a medical reason that you cannot do so. If you need an urgent ride to your doctor's office or an urgent care center sooner than the four-day advance notice, call and we will help you.

**TO GET GAS REIMBURSEMENT:** You can ask for gas reimbursement instead of a ride. It is best to call four days before your visit. Tell Customer Services you want to set up gas reimbursement. Answer a few questions about your scheduled visit. After your completed visit has been verified, a payment will be sent to you.



**Be on your way.** To ask for a ride or gas reimbursement, call **1-877-892-3995**.



## A special plan

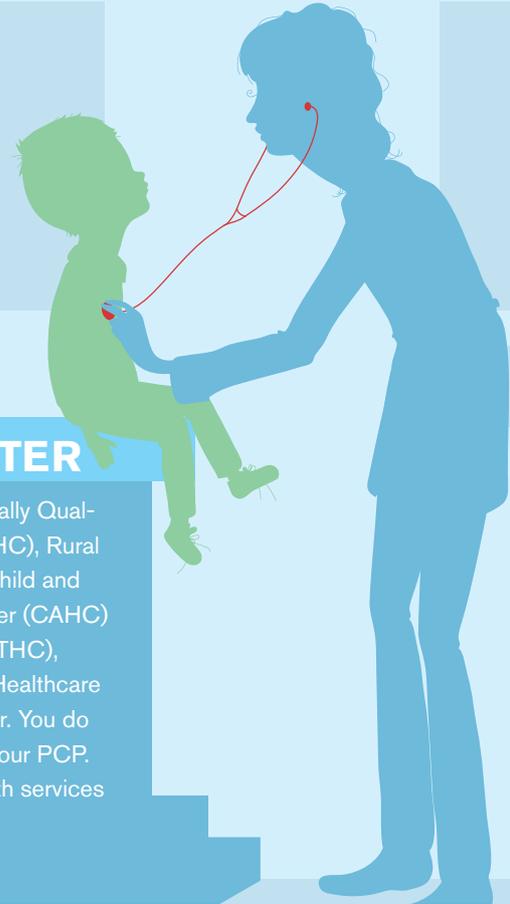
UnitedHealthcare Dual Complete is UnitedHealthcare Community Plan's Medicare Special Needs Plan. It offers enhanced benefits for people with both Medicare and Medicaid. It includes vision, transportation and other extra benefits. UnitedHealthcare Dual Complete is available in Wayne, Oakland, Macomb and Kalamazoo counties.



**Get more.** Do you have both Medicare and Medicaid? Learn how to maximize your benefits at no extra cost. Call **1-888-903-7587**.

## IN THE CENTER

You can go to any Federally Qualified Health Center (FQHC), Rural Health Center (RHC), Child and Adolescent Health Center (CAHC) or Tribal Health Center (THC), even if it is not a UnitedHealthcare Community Plan provider. You do not need to be sent by your PCP. You can get mental health services from these centers, too.



## Resource corner

**Customer Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-800-903-5253 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

**UHC Pregnant Care Tweets** Get useful tips, info on what to expect and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**bit.ly/uhc-pregnancy**

**Our website** Use our provider directory or read your Member Handbook.

**MyUHC.com/CommunityPlan**

**National Domestic Violence**

**Hotline** Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233**

**(TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**



# Bringing up baby

Every well-baby visit is important.

Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider. By age 2, your child should have 10 well-baby visits. These well-baby visits are sometimes called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

Well-baby visits help the doctor get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SCREENINGS:** Your child's vision, hearing and development will be checked.
- **SHOTS:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

### WHEN TO GO

Ages for well-baby visits are:

- |               |             |
|---------------|-------------|
| ■ 2 months    | ■ 12 months |
| ■ 4 months    | ■ 15 months |
| ■ 3 to 5 days | ■ 18 months |
| ■ 1 month     | ■ 24 months |
| ■ 6 months    |             |
| ■ 9 months    |             |



**Get rewarded.** UnitedHealthcare Community Plan offers a rewards program for pregnant women and new mothers. It's called Baby Blocks. You can earn rewards for going to prenatal, postpartum and new baby checkups. Visit **UHCBabyBlocks.com** to find out more.