



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

One in three children in the United States are overweight or obese. Children of color have an even higher rate at 40 percent.



## Spring into action

Time to make checkup appointments



Beat the summertime rush by calling this spring to make appointments for well-child visits. Collect forms you need for school, sports or camp. School-age children and teens need to see the doctor once a year for a well-child visit. At this visit, the doctor will:

- check your child's height, weight and body mass index (BMI).
- give your child any immunizations he or she needs.
- talk to your child about health and safety.
- make sure your child is growing and developing well.



**Find Dr. Right.** Need to find a new doctor for your child? Visit **UHCCommunityPlan.com** or call Member Services toll-free at **1-877-743-8731 (TTY 711)**.



## 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 to request an interpreter or get other help with language or translation.



**Get it all.** You can read the Member Handbook online at **UHCCommunityPlan.com**. Or call Member Services toll-free at **1-877-743-8731 (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.



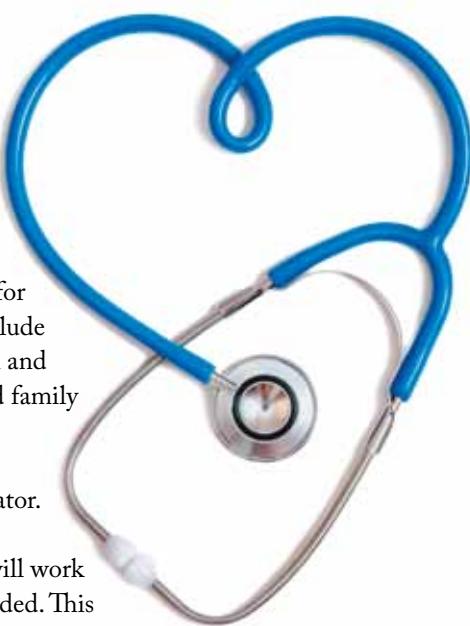
**Questions on UM?** Call Member Services at **1-877-743-8731 (TTY 711)** toll-free. Ask to speak to someone in Utilization Management. We will explain how UM works and what it means for your care.

## Take risks to heart

### New cardiovascular guidelines

New heart disease prevention guidelines have been in the news recently. They address risk factors for heart disease and stroke. These include blood pressure, obesity, cholesterol and lifestyle. Your age, gender, race and family history are also considered.

The new guidelines suggest that providers use an online risk calculator. It looks at everyone's overall risks individually. Then, your provider will work with you to reduce your risk if needed. This could include lifestyle changes and/or medication.



Your target numbers for blood pressure and cholesterol may be different than they used to be. They are now specific to you.



**See your PCP.** Ask him or her about your heart disease risk factors. Learn more about the new guidelines at **Heart.org**.

# 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?

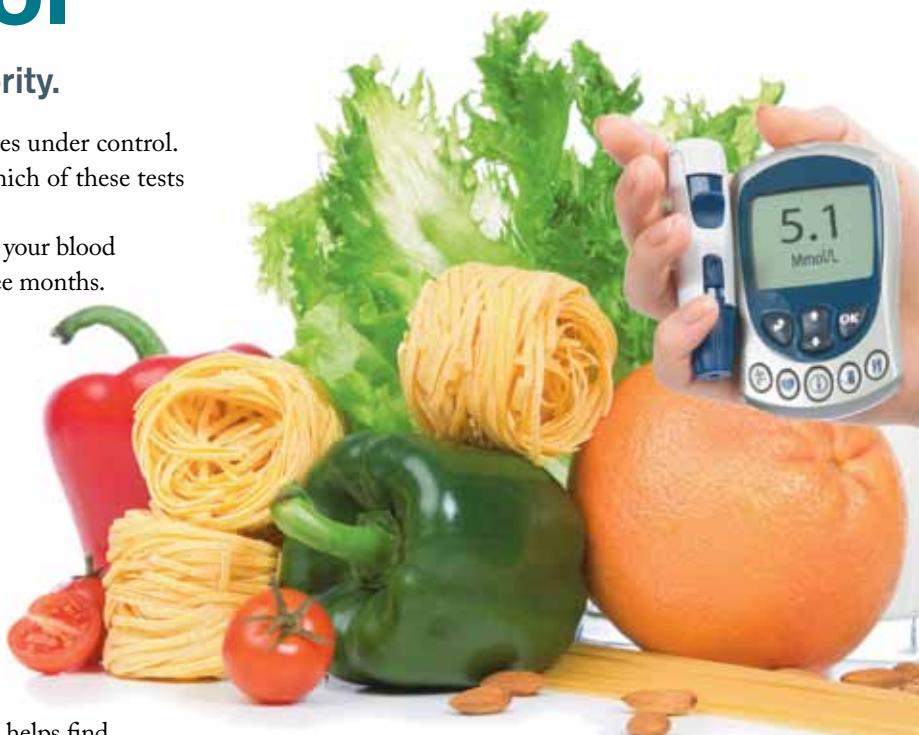
■ **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last two to three months.

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? Call Member Services toll-free at **1-877-743-8731 (TTY 711)**.

## Fear factor

Anxiety and fear are normal feelings. They can help you avoid danger and perform tasks well. The feelings usually go away quickly. But sometimes these feelings get worse with time. They become stronger and affect your daily life.

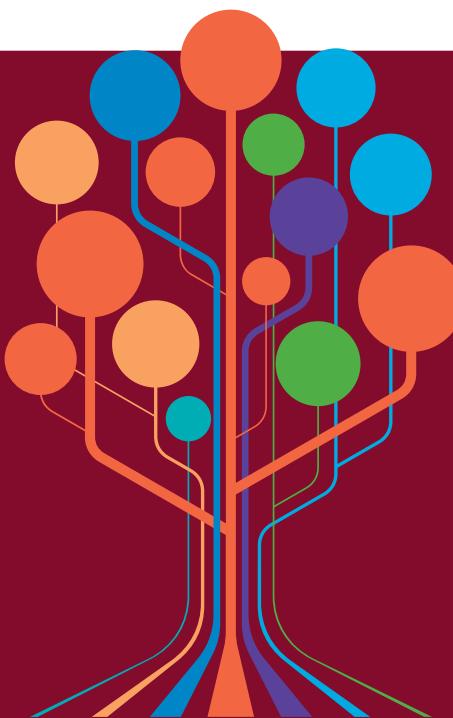
This is called anxiety disorder. It affects millions of people. Medicine and therapy can help. If you are having some of these symptoms, it may be time to get treatment:

- feelings of panic or terror about something that poses little danger
- racing heartbeat, trouble breathing or chest pain
- frequent upsetting thoughts
- repeating actions that make upsetting thoughts go away
- a hard time concentrating
- trouble sleeping or nightmares



**Fear not.** Call **1-877-743-8731 (TTY 711)**. We will refer you to a participating mental health provider. If you get mental health care, tell your PCP about it. Ask to sign a release so your providers can share information.





## Resource corner

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

**1-877-743-8731 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-877-370-4009 (TTY 711)**

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

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

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

**UHCCommunityPlan.com**

**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)**

# 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!



**UnitedHealthcare**  
Community Plan  
Partners in Healthy Habits for Life

TM/© 2014 Sesame Workshop