



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



PREGNANT?



Follow us on Twitter @UHC PregnantCare. You can get useful tips, info on what to expect and important pregnancy reminders. We're here to make taking care of yourself, and your baby, a little easier. Visit bit.ly/uhc-pregnancy.

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 MyUHC.com/CommunityPlan or call Member Services toll-free at **1-800-895-2017 (TTY 711)**.



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 **1-800-895-2017 (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.

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.
- 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/Community Plan**. Or call Member

Services toll-free at **1-800-895-2017 (TTY 711)** to request a copy of the handbook.

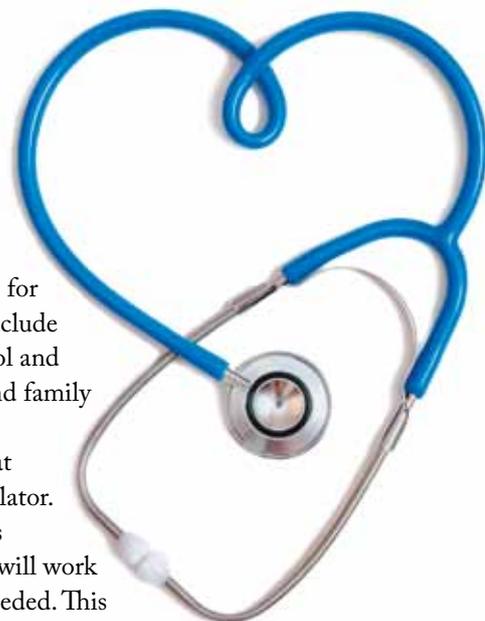
Take risks to heart

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, eye drops 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 **1-800-895-2017 (TTY 711)**.

You can quit

Quitting smoking or the use of other tobacco products is really hard. But it is one of the most important things you or a loved one can do to improve health. Most people know tobacco products are harmful. But they may not know how to quit for good. Breaking a bond with something that has been a part of your life for so long is possible. It takes planning, commitment and a true readiness to kick the addiction.

Some quick tips to quit include:

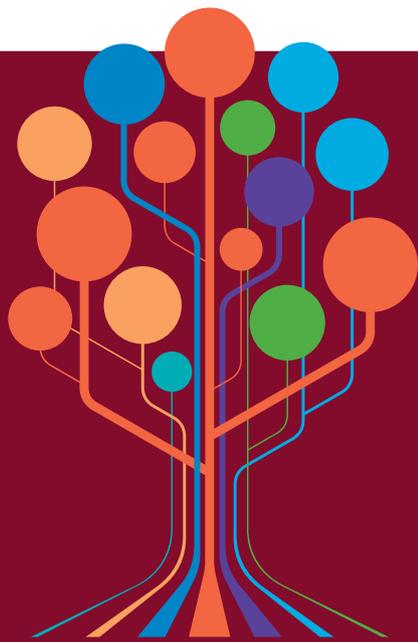
- Write down your reasons for quitting.
- Ask your doctor about medication options.
- Set a quit date and make a detailed plan.
- Get support from friends, family and co-workers.

UnitedHealthcare Community Plan can help you quit. Members can use the Ohio Tobacco Quit Line. It provides personal quit coaching and telephone counseling free of charge. Nicotine patches are provided for four weeks at no charge. Start planning now for a longer, healthier life! You can do it!



Start today. Call the Ohio Tobacco Quit Line at **1-800-Quit Now** or **1-800-784-8669**. Resources are also available online at **Ohio.Quitlogix.org**.





Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint (toll-free).
1-800-895-2017 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-800-542-5985 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free).
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
MyUHC.com/CommunityPlan

Text4Baby Get messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text-4baby.org**.

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)

Treat your family

Join UnitedHealthcare Community Rewards

Help your child stay healthy with UnitedHealthcare Community Rewards. You can earn points to choose prizes from thousands of toys, games, electronics and more. In one month, your family could earn enough points for a BBQ tool set. In three months, you could earn enough for a new camera, a Wii Console or a scooter.

Here's how it works: Children and young adults earn points for things like brushing their teeth, eating healthy and getting a good night's sleep. Mom and Dad earn points for things like reading the welcome kit, calling our NurseLine and taking their children to the doctor for well-child visits.

Use your computer or smartphone to record each healthy thing your family does. Do something every day, and your family's points can really add up. Use your points to reward your child or yourself. Choose from thousands of toys, electronics, kitchen tools, exercise equipment and more. It's that easy. Enroll now. The rewards are great. But your child's health is the best reason.



It's easy. Go to **UHCCommunityRewards.com** to register your children age 21 and younger who are members of UnitedHealthcare Community Plan. You'll need each child's member ID. You will earn 500 points when you enroll.



My Advocate

Is a lack of resources making it hard for you to take care of yourself? Maybe you can't afford healthy food. Perhaps you need transportation or help with your heating bills. UnitedHealthcare Community Plan of Ohio can help.

The MyAdvocate program helps seniors and disabled people with limited incomes. It can connect you with programs to help you save money while improving your overall health and wellness. My Advocate's social advocacy service can help you learn about and enroll into money-saving social programs. You may be eligible for help getting food, medicine, utilities and transportation in your community.



Help is here. Call MyAdvocate at **1-855-759-5342 (TTY 711)** Monday through Friday from 9 a.m. – 6 p.m. Or visit **MyAdvocateHelps.com**.



LA CLAVE PARA UNA BUENA VIDA ES UN GRAN PLAN

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