



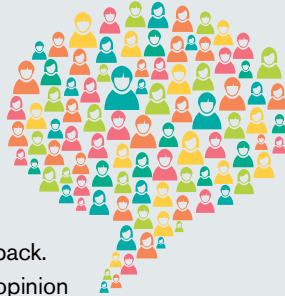
THE KEY TO A GOOD LIFE IS A GREAT PLAN

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.



Safe and sound

Keeping kids safe in the car

Car accidents are a leading cause of death and injury for children. But there are ways to keep them safe in the car.

A recent guideline says babies should ride in rear-facing car seats until about age 2. Then, children should ride in front-facing car seats with harness straps until they outgrow the seat's size limits. (This can range from 40 to 80 pounds.) The new guidelines also say to keep children in booster seats until they are 4 feet 9 inches tall, which usually happens sometime after age 10. Older children should always use seat belts. The back seat is the safest place for babies and children until they are 13 years old.

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UnitedHealthcare Community Plan
475 Kilvert Street
Warwick, RI 02886

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 UHCCommunityPlan.com.



ARE YOU PREPARED?

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor 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 DOCTOR 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 DOCTOR ABOUT OTHER DOCTORS** you may be seeing. 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 regular doctor 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. Checkups aren't just for kids. They can help adults stay healthy, too. See your doctor once a year for a well visit. You will get any tests or shots you need. Your doctor can look for problems that often don't have symptoms, like high blood pressure.

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.



Stop signs

Getting help for alcohol and drug problems

Getting treatment for substance abuse can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. What you tell your provider about substance use is private. It is protected under the law. Here's how to start your recovery:

- **GET HELP RIGHT AWAY.** See your doctor, nurse or counselor within 14 days. Go two more times within 30 days.
- **TAKE AN ACTIVE ROLE.** Keep your appointments. Ask questions. Ask your providers to work together.
- **FIND THE RIGHT PROGRAM.** There are many kinds of help available. Make sure the program feels right for you.
- **GET HELP FROM YOUR FAMILY AND FRIENDS.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **ADD A SUPPORT GROUP.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



Learn more. Visit LiveAndWorkWell.com for more information. Need help finding a counselor or program? Call Member Services toll-free at **1-800-587-5187 (TTY 711)** or Optum Behavioral Health at **1-800-435-7486 (TTY 711)**.

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.



Need a new PCP? Want to know where to find an urgent care center near you? Visit UHCCommunityPlan.com or call Member Services 24 hours a day, 7 days a week at **1-800-587-5187 (TTY 711)**.

Get faster, better, safer care

Give your doctor the power of information.

Let's face it. Nobody really likes to go to the doctor. We want the visit to be as quick and easy as possible. You can help make this happen. Make sure doctors are able to get your complete and up-to-date health information. It can help you get the best care possible.

You may think your doctors already have all the information about you that they need. But sometimes they don't. That's because you probably see more than one provider. You may have received care from several different places, such as a doctor's office, hospital or community clinic. This means your medical information is not all together in one place.

This can make it hard for doctors to get information quickly and easily when they need it. It's also hard for them to know what important information about you they may be missing.

This may mean more time waiting in the exam room. It could also mean extra trips to the lab to repeat blood work, X-rays or other tests. In an emergency, it could mean delayed or less safe care. Doctors need quick access to important information such as current medications, medical conditions or allergies.

The good news is there is an easy solution. It's called CurrentCare. It's a service developed by the Rhode Island healthcare community. It allows each of your trusted doctors to quickly get important medical information from doctors, hospitals, pharmacies and labs. It's an easy way to make sure your providers all have the information they need to provide faster, better, safer care to you.



Get started. Just complete a one-time enrollment. It will only take a few minutes of your time. That's it. CurrentCare takes care of the rest. Visit CurrentCareRI.org or call **1-888-858-4815**.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint (toll-free).
1-800-587-5187 (TTY 711)

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

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)

Baby Blocks Sign up for Baby Blocks and get rewarded for timely pregnancy and baby care (toll-free).
1-800-599-5985 (TTY 711)
UHCBabyBlocks.com

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

Fraud Hotline Report fraud, waste and abuse (toll-free).
1-866-242-7727 (TTY 711)

You can also report Medicaid fraud to the Rhode Island Attorney General Office, Fraud Division.
401-274-4400, ext. 2269
or by mail to:
Medicaid Fraud Control
Office of the Attorney General
150 South Main Street
Providence, RI 02903