



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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A new name for Washington's managed care Medicaid program

Healthy Options, the current health program you are enrolled in through the state of Washington, has changed its name to Washington Apple Health.

You may have heard of Apple Health for Kids. It combined all state children's health services into one program that's streamlined and easy to remember. Washington Apple Health for adults is the same idea.

You might see Washington Apple Health mentioned in materials you receive. You will continue to receive the same benefits you are used to from us. We are committed to keeping you and your family healthy and will continue to serve members on Washington Apple Health.

Questions? Please call **1-877-542-8997 (TTY 711)**, Monday through Friday, 8 a.m. to 5 p.m.



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United Health Group

UnitedHealthcare Community Plan
901 5th Avenue, Ste. 1500
Seattle, WA 98164

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.



It's rewarding. Eligible members who get all of their recommended shots can get rewarded with gift cards. Need to find a provider for your child? Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan).



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.** You can find a pharmacy near you that accepts your plan.
- 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 [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-877-542-8997 (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.



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, 6 a.m. to 3 p.m. Healthy First Steps is already part of your benefits. There's no extra cost to you.



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 **1-877-543-3409 (TTY 711)**.



Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. Our privacy policy is online at MyUHC.com/CommunityPlan. You may also call Member Services toll-free at **1-877-542-8997 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



TWEETS YOU CAN TRUST

Follow us on Twitter **@UHCPregnantCare**. 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.



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.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint (toll-free).
1-877-542-8997 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-543-3409 (TTY 711)

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

Our websites
Use our provider directory.
MyUHC.com/CommunityPlan
Read your Member Handbook.
UHCCommunityPlan.com

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 text4baby.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)