



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

Only three out of five adults have seen a dentist in the past year. Adults should have two visits per year.



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.

IT'S UP TO YOU

Most UnitedHealthcare HealthChoice members and providers are honest. However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed. If you know fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to tell them your name.

FRAUD AND ABUSE FOR HEALTHCHOICE MEMBERS CAN BE THINGS LIKE:

- providing false information or hiding facts to get or keep HealthChoice.
- letting someone else use your HealthChoice ID card.
- selling or giving your prescription medicines to anyone else.

FRAUD AND ABUSE FOR HEALTHCHOICE PROVIDERS CAN BE THINGS LIKE:

- billing UnitedHealthcare for services that were never given.
- billing UnitedHealthcare two or more times for the same service.

HOW TO REPORT FRAUD AND ABUSE:

Tell us in one of the following ways:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727**.
- Call the HealthChoice fraud hotline at **1-866-770-7175**.
- Go online to **ola.state.md.us**, and then click on "Fraud Hotline," then "list of hotlines" then "Medicaid Benefits."
- Write to the Department of Health and Mental Hygiene, Medicaid Program Integrity Recipient Fraud and Abuse Unit, 201 West Preston Street, Room 520, Baltimore, MD 21201.
- Send a fax to **410-333-7194** or **410-333-5326**.





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 Member Services toll-free at **1-800-318-8821 (TTY 711)**. Ask about programs that can help you.

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.

When you see your PCP, tell him or her about any drugs, vitamins or over-the-counter medication you take on a regular basis. Bring a written list with you.

It's important that your PCP knows about all your health care. Tell him or her about other providers you see, such as specialists. Include mental health or substance abuse care if you get it. Mention any medications or treatments other providers have prescribed for you. Ask other providers to send copies of any test results or findings to your PCP.



What's your type? For a list of participating providers, see **MyUHC.com/CommunityPlan**.



APPEALING

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with grievances and appeals.

- **A GRIEVANCE** is when you tell us you are dissatisfied with a provider, the plan or any matter other than an action taken by the plan.
- **AN APPEAL** is when you ask us to change a decision about your coverage.



Here's how. See your Member Handbook to learn more about grievances or appeals. It's available on our website at **MyUHC.com/CommunityPlan**. You can also call Member Services at **1-800-318-8821 (TTY 711)** to ask for a copy.



COOL MELON SLUSHIE

INGREDIENTS:

- 3 cups ice cubes
- 2 cups watermelon, washed and cut in cubes
- ½ cup cantaloupe, washed and cut in cubes
- ¼ cup orange juice
- 1 tablespoon honey
- 4 sprigs fresh mint, optional

DIRECTIONS:

1. In a blender, add ice, watermelon, cantaloupe, orange juice and honey.
2. Blend until thick and smooth.
3. Pour into four glasses.
4. Garnish with mint if desired.

FOOD SAFETY TIP:

- Wash melons before slicing.



Get more. This recipe was provided the University of Maryland Extension. Get more recipes from their Eat Smart. Be Fit. program at EatSmart.umd.edu.

Breathe deeply

Understanding your asthma medication

There are many different medications for asthma. Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written asthma action plan to help you know what to take and when.

LONG-TERM MEDICATIONS

Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

RESCUE MEDICATIONS

Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



Join us. UnitedHealthcare has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call **1-800-318-8821 (TTY 711)**.

Know your numbers

It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men (or less).
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



THE WAITING GAME

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes:

- Emergency: immediate
- Urgent PCP visit: same day
- Routine PCP visit: 14 days



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-800-318-8821 (TTY 711)**.



CONNECT TO QUIT

The Maryland Quitline now has a program for teens ages 13 to 17. Do you know a young person who is ready to quit tobacco? He or she can get five free phone counseling sessions with a youth quit coach. Call the Maryland Quitline at **1-800-QUIT-NOW (1-800-784-8669)**. Or get more information at **SmokingStopsHere.com**.

Resource corner

UnitedHealthcare Member Services: 1-800-318-8821

24/7 NurseLine: 1-877-440-0251

United Behavioral Health: 1-888-291-2507

Public Mental Health System (MAPS-MD): 1-800-888-1965

Transportation: 1-800-318-8821

UnitedHealthcare Outreach: 1-800-860-5257

UnitedHealthcare Health Education: 1-855-817-5624

Healthy First Steps: 1-800-599-5985

Department of Social Services: 1-800-332-6347

Maryland Health Connection: MarylandHealthConnection.gov 1-855-642-8572

Maryland Medical Assistance Help Line: 1-800-284-4510

Maryland Healthy Smiles Dental Program: 1-888-696-9596

UnitedHealth Group fraud hotline: 1-866-242-7727

HealthChoice fraud hotline: 1-866-770-7175

Clinical practice guidelines: UHCCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html

Interpretation Services: If English is not your native language, please call Member Services to request interpretation services for your medical visits.



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 | ■ 9 months | ■ 24 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.