



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## TELL US WHAT YOU THINK

UnitedHealthcare Community Plan is interested in your feedback. We hold member advisory groups during the year to get feedback from our members. How are we doing? What can we do better? We welcome your opinion. If you are interested in joining our member advisory group, call **1-888-303-6163**.



## Just joining us?

### 3 tips for new members



Make the most of your benefits. Follow these tips to get off to a great start.

- 1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.** Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.
- 2. VISIT YOUR PRIMARY CARE PROVIDER (PCP).** Call your PCP's office today. Ask to have a checkup within the next 30 days. The name and phone number are on your ID card.
- 3. COMPLETE A HEALTH ASSESSMENT.** It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



**We're here to help.** Call Member Services at **1-800-641-1902 (TTY 711)**. Or visit our website at **MyUHC.com/CommunityPlan**.

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UnitedHealthcare Community Plan  
2717 North 118th Street, Ste. 300  
Omaha, NE 68164

# NurseLine

## Your 24-hour health information resource

When you're sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, visit an urgent care center, make a provider appointment or use self-care. An experienced NurseLine nurse can give you information to help you decide.

You may just be curious about a health issue and want to learn more. With NurseLine services, answers to your health questions are just a phone call away.

Nurses can provide information and support for many health situations and concerns, including:

- minor injuries
- common illnesses
- men's, women's and children's health
- nutrition and fitness
- questions to ask your provider



**Hello, nurse!** Call **1-877-543-4293** toll-free, 24 hours a day, 7 days a week. Registered nurses are always ready to discuss your health concerns and answer your questions. Interpreter services are available.



## 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
- asthma
- COPD
- sickle cell
- CHF
- HIV
- hypertension



**Help is here.** Do you have special needs or need help managing a chronic illness? Call Care Management at **1-877-856-6351 (TTY 711)**. Ask about programs that can help you.

## 4 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend women and teens age 25 and younger get tested for it each year. Testing can be as easy as giving a urine sample.
4. Chlamydia can be cured with antibiotics. If not treated, it can cause infertility or other long-term problems.



## Bringing up baby

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 | ■ 6 months  |
|                                | ■ 1 month     | ■ 9 months  |
|                                |               | ■ 18 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](http://UHCBabyBlocks.com) to find out more.

# Finding Dr. Right

**Make your child's PCP a 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](http://MyUHC.com/CommunityPlan).







## Resource corner

**Member Services** If you do not speak English, Member Services will connect you with an interpreter, 24/7.  
**1-800-641-1902 (TTY 711)**

**NurseLine** Get advice from a nurse, including help deciding the best place to get care, 24/7.  
**1-877-543-4293 (TTY 711)**

**Magellan Behavioral Health**  
**1-800-424-0333 (TTY 711)**

**Block Vision**  
**1-800-879-6901**

**Care Management** Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.  
**1-877-856-6351 (TTY 711)**

**Our website** Look up a provider, print your ID card or read your Member Handbook.  
**MyUHC.com/CommunityPlan**

**ACCESSNebraska** Call if you change your address or phone number or become pregnant.  
**1-855-632-7633 (TTY 711)**  
**402-473-7000** in the Lincoln area  
**402-595-1178** in the Omaha area

**IntelliRide** Arrange for transportation services.  
**1-844-531-3783**  
**402-401-6999** in the Omaha area  
**IRideNow.com**

**Smoking Quitline** Get free help quitting smoking.  
**1-800-QUIT-NOW**  
**(1-800-784-8669)**



UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*<sup>™</sup>, have teamed up to create *A is for Asthma*. This program helps children with asthma live healthier, more active lives.

Work with your child's doctor to understand the medicines needed to control his or her asthma. Some asthma medicines in the form of pills or liquids are swallowed. Others are inhaled as a mist with either a metered-dose inhaler (puffer) or a nebulizer. Every child's asthma is different, so there is more than one kind of treatment. In general, there are two different categories of medications that your child might take:

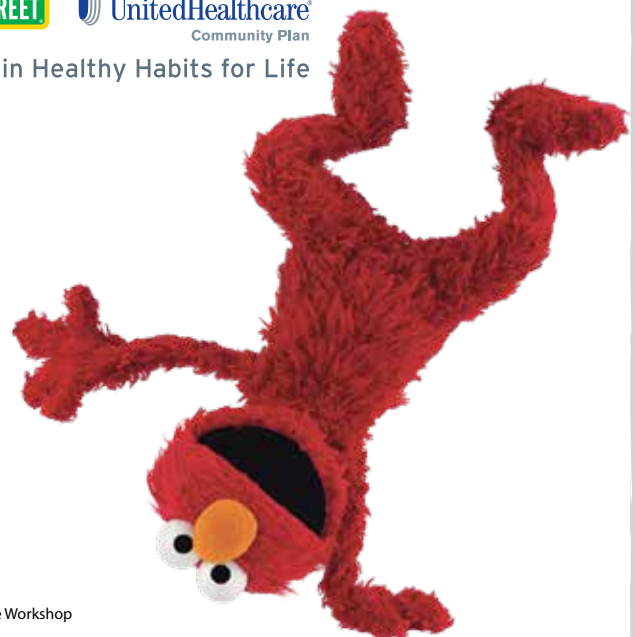
- 1. RESCUE MEDICATIONS**, such as certain inhalers, provide immediate relief of symptoms when your child has an asthma attack or any type of breathing difficulty. In children whose asthma is properly managed, these medications should not be needed every day.
- 2. CONTROLLER MEDICATIONS** do exactly what their name suggests: They control your child's asthma, even when he or she has no symptoms. In fact, they actually prevent symptoms, and are sometimes called preventive medications. These medicines should be used regularly, every day.



**Get resources.** Download and print "My Asthma Profile" at [sesamestreet.org/asthma](http://sesamestreet.org/asthma). Fill out the sheet and give a copy to anyone who takes care of your child.



Partners in Healthy Habits for Life



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