



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

One in three children in the United States are overweight or obese. Children of color have an even higher rate at 40 percent.



Don't be a no-show

Call your doctor when you will miss an appointment.

It is very important to keep doctor appointments. But your doctor understands that sometimes things happen. Your transportation may be late. Your child care may fall through. Or maybe another emergency came up. Don't worry. That's OK.

When things happen to make you miss an appointment, just be sure to call your doctor's office to let them know that you cannot make it. Most doctor offices ask for a call 24 hours before the missed appointment. But call at any time to let them know what is going on. If you do not call, your doctor might stop seeing you as patient.



Need help? Having trouble keeping your appointments because of transportation, child care or other issues? Call the Member Advocate hotline at **1-888-246-8140 (TTY 711)** for help.





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.



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.
- if, when and how you may need to submit a claim.
- 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/CommunityPlan. Or call Member

Services toll-free at **1-800-504-9660 (TTY 711)** to request a copy of the handbook.



Questions on UM? Call Member Services at **1-800-504-9660 (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.

Safety first



6 tips for medication safety

- 1. KNOW YOUR DRUGS:** Ask about their names and possible side effects. Know why you need them. Ask how to take them, how much to take and how often to take them. Never take more or less of a drug without talking to your doctor. Never take drugs that were intended for someone else.
- 2. AVOID INTERACTIONS:** Tell your doctor and pharmacist about any other drugs or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. DON'T STOP:** You may feel better before the medicine is gone. But keep taking it for as long as your doctor tells you to.
- 4. HEED WARNINGS:** Ask your doctor about any foods, beverages or activities you should avoid while taking a drug.
- 5. WATCH OUT FOR SIDE EFFECTS:** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. GET CHECKED:** Some medication dosages need to be monitored by getting your blood levels tested.



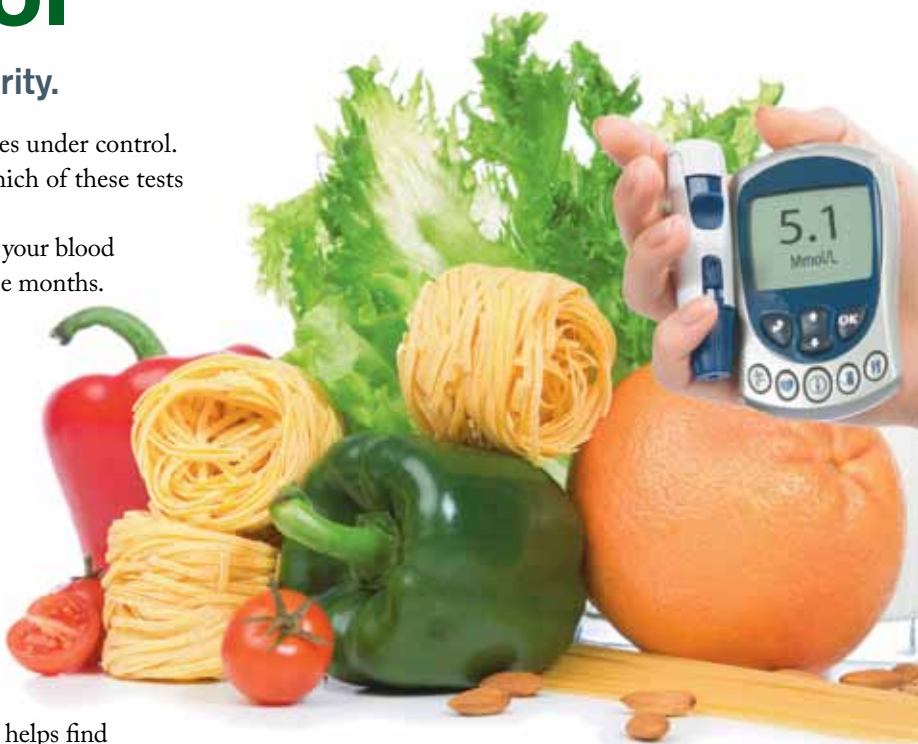
It's listed. UnitedHealthcare uses a formulary. This is a list of covered prescription drugs. Find out if your medicine is on the formulary. Call **1-800-504-9660 (TTY 711)** or see MyUHC.com/CommunityPlan.

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, eyedrops 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 **1-800-504-9660 (TTY 711)**.



Treat yourself

We care about your health. That is why we try to make staying healthy fun and rewarding. Here are some programs that reward you and your family for being healthy.

- **BABY BLOCKS:** Join Baby Blocks and get a \$20 gift card or a cool diaper bag. Stay with the program after your baby is born. Earn up to eight rewards in all. Enroll at UHCBabyBlocks.com.
- **COMMUNITY REWARDS:** Kids need a little help being healthy. Community Rewards is a way to reward your child for healthy habits. As the parent or guardian, you also earn points for the things you do to help your child stay healthy. Use your points to shop for great gifts. Enroll at UHCCommunityRewards.com.
- **DISEASE MANAGEMENT PROGRAMS:** Members with chronic conditions may be able to get an incentive for important tests and checkups. Having your diabetes checked, getting a mammogram and more can get you a gift card. Work with your care manager to learn more.



Learn more. Find out more about these and other programs by calling Member Services at **1-800-504-9660 (TTY 711)**.

Resource corner

Member Advocate Hotline

Get local assistance for your concerns (toll-free).

1-888-246-8140 (TTY 711)

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-504-9660 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-866-827-0806 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free). Join the Baby Blocks pregnancy rewards program.

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

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

MyUHC.com/CommunityPlan

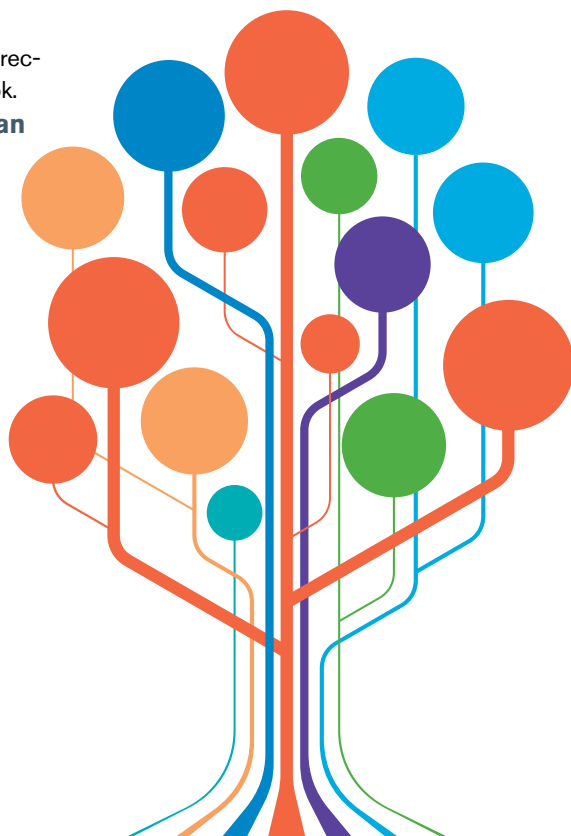
National Domestic Violence Hotline

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)**



STOP SIGNS

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 **1-800-504-9660 (TTY 711)**.

