



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

Flu season can actually last for three seasons: fall, winter and spring. You can prevent flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. Flu vaccines are a covered benefit at your PCP's office and local pharmacies. They are available now.



## Culture club

We speak your language.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs.

If you need to receive care in a language other than English, we can help. We can arrange translation services over the phone. We can also have an interpreter meet you at your doctor's office with a 72-hour notice. We can provide signers for the deaf with a two-week notice. We can also provide materials for members with visual impairment.



**Get help.** Need to receive care or information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-800-587-5187 (TTY 711)**.



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Warwick, RI 02886

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# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered. Women's services can be obtained in or out of network.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

## COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



**Do you have a PCP?** It's important to have your own primary care provider (PCP). Your PCP will give you regular checkups and has your medical records. To find the right PCP or to change yours, call Member Services at **1-800-587-5187 (TTY 711)**.

## Quality Matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report our results.

### HEALTH RESULTS

In 2014, our goals included increasing the number of members who had:

- teen well visits
- breast cancer screenings
- pap smears
- comprehensive diabetes care

In 2015, we found that more children received immunizations. Also, more women were getting prenatal care. Plus, many more members were having their BMI measured and were getting comprehensive diabetes care. However, we found that not enough teenagers were having annual well visits and not enough women were having pap smears.

In 2015–2016, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers
- annual eye exams and HbA1c testing for diabetic members
- cervical cancer and mammography screenings for women

### MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2015 surveys showed improvement in several measures.

These include how our members rated their personal doctor, how well doctors communicate and getting needed care. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We also continue to make changes and improvements to our materials and website.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free **1-800-587-5187 (TTY 711)**.

# The right dose

## Finding the best treatment for your child's ADHD

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

That's why it's important for children on ADHD medicine to see the doctor who prescribed the ADHD medicine to make sure it is working. The doctor will want to see your child 30 days or less after getting the medicine. It's important that your child see the doctor, even if your child feels fine. Be sure to keep regular appointments with his or her provider.

Behavioral therapy and counseling can also help. Please make sure you ask other providers to send copies of any test results or findings to your PCP.



**KidsHealth.** Learn more about ADHD and other childhood health concerns at **KidsHealth.org**. This site is full of reliable health information, written for parents, children and teens.



## Ask Dr. Health E. Hound

**Q: When do I need to start taking care of my baby's teeth?**

**A:** Believe it or not, at birth! Good dental care begins before teeth come in. Clean your baby's gums with a soft cloth and water. When teeth begin to come in, start brushing twice daily. Use a little bit of fluoridated toothpaste and a child's soft toothbrush. Take your child for a first dentist visit when his or her first tooth comes in. This happens between 6 and 12 months of age.

As children get older, they can brush their own teeth. Check to make sure their teeth get really clean. Take them to the dentist twice a year for cleanings and checkups.

Even though babies lose their first teeth, tooth decay in baby teeth is serious. It can lead to poor eating habits, speech problems, infection, and discolored, crooked or damaged adult teeth.



**Smile.** Your child's benefits include dental care. Need to find a dentist for your child? Call UnitedHealthcare Dental – Rite Smiles Dental Plan at **1-866-375-3257**.



## Resource corner

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

**1-800-587-5187 (TTY 711)**

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

**1-877-813-3417 (TTY 711)**

**UHCBabyBlocks.com**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**bit.ly/uhc-pregnancy**

**Our website** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**myuhc.com/CommunityPlan**

**LogistiCare** Get help with transportation to and from medical, dental or behavioral health appointments (toll-free).

**1-855-330-9131 (TTY 711)**

**Optum Behavioral Health Services**

Learn about and access your behavioral health benefits (toll-free).

**1-800-435-7486 (TTY 711)**

**LiveandWorkWell.com**

# Take a walk

## Get fun and fitness

Walking is a great way to exercise. It's relaxing, it's easy to work into your schedule and it's free. Plus, there are lots of health benefits. Walking for just 30 minutes a day can improve your health in many ways, including:

- **IMPROVING BLOOD SUGAR:** Exercising can help you keep a healthy blood sugar level. Besides eating well, it's the most important thing you can do. If you have diabetes, walking can go a long way.
- **LOWERING CHOLESTEROL:** Walking increases the level of good cholesterol and decreases the bad. This can help prevent heart problems.
- **WEIGHT LOSS:** If you weigh 150 pounds, walking for a half hour burns more than 100 calories. You don't need to run to lose weight.
- **BETTER MOOD:** Exercise decreases stress. It can also improve sleep and create a feeling of well-being.



**Ask your doctor.** Talk to your doctor before beginning an exercise program. If you have a disability, your doctor can suggest other ways you can get active.

## PRETEEN VACCINES

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.

