



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



GAME PLAN

When severe weather strikes, will you be ready? The key to keeping your family safe is having a winning game plan. Go to GetaGamePlan.org to learn more.



The right care

How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests for services to ensure they are necessary. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 30 days of the denial.



Questions? You can talk to our UM staff. Just call **1-866-675-1607 (TTY 711)** toll-

free. They are available 7 a.m.–7 p.m., Monday–Friday. If you need to leave a message, someone will call you back.



UnitedHealthcare Community Plan of Louisiana
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Salt Lake City, UT 84131-0341

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Before baby

Have a healthy pregnancy.

Nearly one third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week from your 37th week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for potential problems that might not have any symptoms. If you are at average risk, you will likely have the following tests, plus others your provider recommends for you:

- **FIRST VISIT:** Your blood will be drawn to check your blood type and test for anemia (low iron). Your blood will also be tested for certain STDs and immunity to German measles and chicken pox.
- **EVERY VISIT:** Your urine will be checked for protein and sugar. Too much sugar in your urine could mean you have gestational diabetes. Protein in your urine could signal preeclampsia, which is very high blood pressure in pregnancy. Your provider will also check your blood pressure and weigh you at each visit.
- **18–20 WEEKS:** You will probably have at least one ultrasound. Ultrasound uses sound waves to examine the fetus, placenta and amniotic sac for potential problems. It may also show the sex of the baby.
- **24–28 WEEKS:** Most providers order a glucose screening to check for gestational diabetes. Additional tests may be needed if your pregnancy is high risk or there seems to be a problem.



Take the first step. Healthy First Steps is a program for pregnant women and new moms. It provides information and support. Call **1-800-599-5985 (TTY 711)** toll-free or visit **UHCBabyBlocks.com** to find out how you can join. You can also earn rewards for going to provider visits on time.

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 to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



Get it all. You can read the Member Handbook online at **myuhc.com/Community Plan**. Or call Member Services toll-free at **1-866-675-1607 (TTY 711)** to request a copy of the handbook.



Sneezing season

Springtime is allergy time.

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- wheezing or worsening asthma
- runny nose
- itchy nose or throat
- coughing
- red, itchy or watery eyes

Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. Children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.



Learn more. Does my child have seasonal allergies? What should we expect at our next doctor visit? Visit UHCommunityPlan.com/LAkids for answers to these and other health questions. (All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.)

Ask Dr. Health E. Hound

Q: When does my child need to see the PCP?

A: It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or EPSDT visits.

Take your baby for well-child visits at the following ages:

- | | | |
|---------------|-------------|-------------|
| ■ 3 to 5 days | ■ 6 months | ■ 18 months |
| ■ 1 month | ■ 9 months | ■ 24 months |
| ■ 2 months | ■ 12 months | ■ 30 months |
| ■ 4 months | ■ 15 months | ■ 36 months |

Then, take your child or teen to his or her PCP every year.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health.



Beat the rush. If your child is due for a checkup, call to make an appointment today. Your child's PCP is listed on his or her member ID card. Try not to wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-866-675-1607 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-440-9409 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).
1-800-599-5985 (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

Text4baby Get text messages about pregnancy, appointment reminders, smoking cessation, post-partum care and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. For more information or sign up, visit **text4baby.org**.

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)



Extra benefits

Do you know about everything you can get as our member?

UnitedHealthcare Community Plan of Louisiana offers more than basic health care benefits. Extra benefits of being our member include:

WELLNESS AND INCENTIVE PROGRAMS

- a \$20 gift card for adults who complete a PCP visit within 90 days of enrollment.
- a \$20 gift card for one well-child visit each year between the ages of 1 and 17.
- a \$10 gift card for completing a health risk assessment within 90 days of enrollment.
- our Baby Blocks incentive program that awards new moms for achieving health goals during pregnancy and postpartum. Up to eight rewards can be earned during the full 24-month program.
- vouchers to attend up to 10 Weight Watchers meetings at no cost.
- the Join for Me childhood weight management program, which provides 16 weekly classes with trained coach. A \$50 gift card is offered upon completion of all classes.
- no-cost memberships to the Boys & Girls Club and other youth organizations.

CARE MANAGEMENT

- an annual asthma home assessment with a certified in-network asthma educator for qualified members with asthma.
- a diabetic screening incentive that awards a \$50 voucher towards health products for diabetic members who complete HbA1c and LDL-C tests within 90 days of enrollment.
- a cell phone for members who are enrolled in high-risk case management and have no reliable access to a telephone.

DENTAL, VISION AND CHIROPRACTIC CARE

- adult dental care including routine dental exams, X-rays, fillings, cleanings and extractions, limited to \$500 per year.
- adult vision care including a routine eye exam every two years and a \$100 allowance for frames/lenses every two years.
- up to six visits per year for adults to an in-network chiropractor.