



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

17.6 million adults have hay fever. This is about 7.5 percent of Americans. Hay fever is another term for seasonal allergies.



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 all coverage requests when the care does not seem to meet guidelines. 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 90 days of the denial.



Questions? You can talk to our UM staff. Just call Member Services at **1-800-318-8821**

(TTY 711) toll-free, Monday–Friday, 8 a.m.–7 p.m. EST. If you need to leave a message, someone will call you back.



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 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 free 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 **1-800-318-8821 (TTY 711)** to request an updated copy of the handbook.



Where to go

How to get 5 kinds of care

- 1. LAB SERVICES:** If your doctor orders a lab test or blood work, you can visit any LabCorp in Maryland. For directions and hours, please visit labcorp.com.
- 2. BREAST CANCER SCREENING:** Talk to your doctor about whether you need a mammogram to screen for breast cancer. If your doctor orders this screening, you can visit a radiology center near you, including Advanced Radiology and American Radiology. For more information, visit myuhc.com/CommunityPlan.
- 3. VISION EXAMS:** UnitedHealthcare Community Plan provides vision care for our members through March Vision. For help finding an eye doctor, please visit myuhc.com/CommunityPlan.
- 4. PRIMARY CARE:** It's important to visit your primary care physician (PCP) regularly — even if you are not sick. See your PCP at least once a year for checkups, screenings and immunizations.
- 5. POSTPARTUM EXAMS:** Every mother needs a postpartum exam 3–8 weeks after delivery. This exam is important, even if this is not your first child. You can now receive your postpartum exam at home! Just call **1-855-817-5624**.

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
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 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.



Baby teeth

Oral health during pregnancy is important.

Oral health can have serious effects on overall health. This is especially true during pregnancy. Women have a higher risk of developing gum disease during pregnancy. This can seriously affect the health of the baby. It can lead to premature labor and low birth weight. Here are some tips on maintaining good oral health before, during and after pregnancy.

- **KEEP YOUR DENTIST INVOLVED.** Make sure your dentist knows that you are pregnant. Also tell the dentist about medications and vitamins you are taking. See your dentist for a cleaning and exam. Go when you are planning to get pregnant as well as during the pregnancy.
- **AVOID HAVING X-RAYS DONE** while you are pregnant, except in the case of an emergency. The dentist can take special precautions to keep you and the baby safe if an X-ray is needed.
- **FOLLOW YOUR USUAL GOOD ORAL HYGIENE HABITS.** Brush and floss daily. If the taste of the toothpaste is too intense during pregnancy, try one with a blander flavor. If you suffer from morning sickness, be sure to rinse your mouth often with water or mouth rinse.
- **TELL YOUR DENTIST IF YOUR GUMS BLEED.** Pregnancy can make you more susceptible to gum disease. Any form of gum disease can affect the baby, so if you notice any bleeding, swelling or tenderness of the gums, let your dentist know immediately.



Smile! Most of the services described are covered by your dental insurance. If you have questions about your dental coverage, please call Maryland Healthy Smiles at **1-888-696-9596 (TTY 711)**.



24/7 access

Your primary care provider (PCP) works with you to provide access to health care services. Your PCP will provide medically necessary covered services. He or she will refer you to a specialist if needed. As part of your benefits, you can get certain services without prior authorization, or referral by your PCP.

You are not required to contact your primary care provider in emergent/urgent situations. However, your PCP must provide telephone coverage 24 hours per day, 7 days per week. It's best to call your PCP first, whenever you need care. If you are not sure if the problem is an emergency or not, you can also talk to a nurse at NurseLine. Just call **1-877-440-0251**.



Need help? Need more information about scheduling an appointment or outreach programs? Call Member Services at **1-800-318-8821 (TTY 711)**.

JUST JOINING US?

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 and 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.





YOUR UHC

You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can print your ID card, find a provider, take a health assessment, learn about your benefits, and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to myuhc.com/CommunityPlan.
2. Click on Register Now. You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.

It's up to you

You can prevent fraud.

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**.

Test time

The Pap test checks for early signs of cervical cancer. The cervix is where the uterus opens to the vagina. Pap tests gently scrape some cells off the surface of the cervix. The cells are looked at under a microscope. This test can find abnormal cells, even before they become cancerous. Early treatment works very well.

Most women ages 21 to 65 should get Pap tests every three years. Some women may need tests more often. Some women may also get tested for HPV, a virus that can cause cervical cancer.

 **Is it time?** Ask your women's health provider if you need a Pap test this year. Need to find a new provider? Use the provider directory at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-318-8821 (TTY 711)**.



Resource corner

UnitedHealthcare Member

Services: 1-800-318-8821

New hours: Monday–Friday,
8 a.m.–7 p.m. EST

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

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

Transportation: 1-800-318-8821

**Special Needs Unit:
1-800-460-5689 (TTY 711)**

Special Needs Coordinator: 410-379-3434

**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:
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:
UHCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html**

Interpretation Services: Call Member Services to request interpretation services for your medical visits.



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare has teamed up with Sesame Workshop to create *Lead Away!* This program gives families information on preventing lead poisoning. Make sure your whole family knows these simple steps to stay safe from lead.

- 1. STAY AWAY FROM DUST.** Tell your child not to touch dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.
- 2. LEAVE YOUR SHOES AT THE DOOR.** Taking shoes off at the door helps keep lead away from your home. It's an easy way to make sure that dirt and dust stay outside.
- 3. WASH YOUR HANDS BEFORE YOU EAT.** Show your child how to wash his or her hands well with soap and warm water. Together, wash your hands for at least 20 seconds. Try singing "Twinkle, Twinkle, Little Star" and keep scrubbing until you're done!

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested at ages 1 and 2.



Learn about lead! Visit sesamestreet.org/lead for more information. Download a *Lead Away!* wallet card plus a special activity for kids!



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