



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

6.6 million children have hay fever. This is about 9 percent of children in the United States. Hay fever is another term for seasonal allergies.

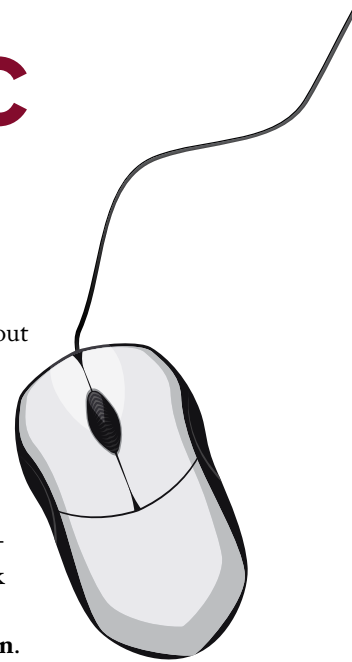


Your UHC

Find it all at myuhc.com/CommunityPlan

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.





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/CommunityPlan. Or call Member Services toll-free at **1-800-992-9940 (TTY 711)** to request a copy of the handbook.



The HPV vaccine

It's for all preteens.

Human papillomavirus (HPV) is the most common sexually transmitted infection. Most of the time, it causes no problems and goes away. But sometimes, it causes cancer.

There is a vaccine for HPV. The vaccine works best when given before boys or girls become sexually active. Preteens should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of three shots. Ask about it at your preteen's next checkup.



Need a new doctor? Need to find a doctor for your child? See our provider directory at myuhc.com/CommunityPlan or call Member Services at **1-800-992-9940 (TTY 711)**.



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
- runny nose
- itchy nose or throat
- coughing
- wheezing or worsening asthma
- 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. And 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 **UHCCommunityPlan.com/MSkids** for answers to these and other health questions.

The right care

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 **1-800-992-9940 (TTY 711)** toll-free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.

FARM TO FORK

The Farm to Fork program is back for another summer. This program provides free vegetables to UnitedHealthcare Community Plan members. Thanks to feedback from our members, it's expanding to more locations in 2015. Farm to Fork starts in May and goes through the end of September. Just show your UnitedHealthcare ID card at a participating location to get a bag of free farm-fresh produce.



Where's my farm? Call Member Services at **1-800-992-9940 (TTY 711)** toll-free or visit **myuhc.com/CommunityPlan** to find a Farm to Fork location near you.



Resource corner

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

1-800-992-9940 (TTY 711)

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

1-877-410-0184 (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

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

myuhc.com/CommunityPlan

National Dating Abuse Helpline Teens can ask questions and talk to a teen or adult (toll-free).

1-866-331-9474 (TTY 1-866-331-8453)



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! To learn more visit sesamestreet.org/lead. Download a *Lead Away!* wallet card plus a special activity for kids!



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UnitedHealthcare

Partners in Healthy Habits for Life