

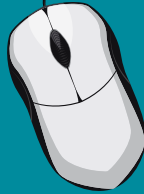
THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at myuhc.com. You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at myuhc.com/CommunityPlan.



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 **1-888-887-9003 (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.



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 **1-888-887-9003 (TTY 711)** to request a copy of the handbook.



CAGEd in

Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs compulsively or without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If a person answers yes to any of these questions, he or she may have a problem.



Need help? Alcoholism and drug addiction are serious. They need to be diagnosed and treated by the right providers. If you think you need help, call **1-888-887-9003 (TTY 711)** toll-free to learn how to use your behavioral health benefits.

Ask Dr. Health E. Hound

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

A: It's important to have checkups with your child's primary care provider (PCP) on time. These visits are called Texas Health Steps checkups for Medicaid members, and well child visits for CHIP members. Take your baby for visits at the following ages:

- | | | | |
|-----------|------------|-------------|-------------|
| ■ 5 days | ■ 2 months | ■ 9 months | ■ 18 months |
| ■ 2 weeks | ■ 4 months | ■ 12 months | ■ 24 months |
| ■ 1 month | ■ 6 months | ■ 15 months | |

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

At these 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).
1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-800-535-6714

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

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)



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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