



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Cultural awareness

UnitedHealthcare Community Plan, Long Term Care, respects the diversity of our members. We educate our staff and providers about this. We want your beliefs, language and cultural needs to be considered. We also offer interpretation. To talk to a provider in another language, call **1-800-293-3740**. If your cultural needs are not met, contact your case manager.

Know your BMI

Are you at a healthy weight?

Two out of three adults are overweight or obese. So are one out of three children. Being overweight puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too much for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



Know your number. Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at cdc.gov/healthyweight/assessing/bmi.

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Be well

Take your child for EPSDT checkups

Well child checkups are important for children of all ages, from infants through the teen years. They are sometimes called EPSDT (Early, Periodic, Screening, Diagnosis and Treatment) screenings.

At a well checkup, you and your child will go into an exam room together. The kind of checkup depends on the age of your child. The checkup may include:

- questions about your child’s health and health history
- a physical examination
- shots
- sight and hearing tests (glasses and hearing aids are covered)
- questions about what your child eats
- questions and tests that help find out how your child is growing and learning
- lab tests such as urine and blood
- dental care including fluoride polish and sealants

Teens and young adults have special healthcare needs. At their checkups they can learn about:

- changes in their bodies
- self-esteem and good mental health
- making good choices

- birth control
- diet and weight
- healthy behaviors
- AIDS and other sexually transmitted diseases
- dangers of alcohol, tobacco and other drugs

Well checkups are needed at every age. Generally, children should have checkups at:

- | | | | |
|--------------|-------------|------------|------------|
| ■ 0–2 months | ■ 15 months | ■ 6 years | ■ 16 years |
| ■ 2 months | ■ 18 months | ■ 8 years | ■ 17 years |
| ■ 4 months | ■ 2 years | ■ 10 years | ■ 18 years |
| ■ 6 months | ■ 3 years | ■ 12 years | ■ 19 years |
| ■ 9 months | ■ 4 years | ■ 13 years | ■ 20 years |
| ■ 12 months | ■ 5 years | ■ 14 years | |

Call your child’s PCP to make an appointment. Bring your child’s health plan ID card and shot record to every visit. If your child becomes ill, call your doctor for an appointment at any time.

Emergency rooms should only be used for real emergencies. Call your doctor for regular checkups or non-emergency health needs.



Can we help? UnitedHealthcare can help you make an appointment. We can also help with transportation to the doctor’s office. Call Member Services at **1-800-293-3740 (TTY 711)**.

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 60 days of the denial.



Questions? You can talk to our UM staff. Just call **1-800-293-3740 (TTY 711)**, toll-free.

Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:



- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year.** Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.



We can help. UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. Contact your case manager to find out more.

You have the power

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. Eat right.** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. Be active.** Aim for at least 30 minutes of moderate activity most days.
- 3. Don't smoke.** Also avoid other forms of tobacco and secondhand smoke.
- 4. Know your numbers.** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. Watch your weight.** Maintain the right weight for your height.
- 6. Limit stress.** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.





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 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
- your member rights and responsibilities
- our privacy policy
- if, when and how you may need to submit a claim
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- 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



Resource corner

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

1-800-293-3740 (TTY 711)

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

1-877-440-0255 (TTY 1-800-855-2880)

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

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

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

myuhc.com/CommunityPlan
Health4Me

KidsHealth Get reliable information on health topics about and for children and teens.

KidsHealth.org



Get it all. You can read the Member Handbook online at **UHCCommunityPlan.com**. Or call Member Services toll-free at **1-800-293-3740 (TTY 711)** to request a free copy of the handbook. You can also request a provider directory.

