



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058 (TTY 711)**.



Did you know?

About 20 percent of teens are obese. So are about 17 percent of children aged 6 to 11.



Smile!

Is it time to see the dentist?

When your child's first tooth comes in, it's time for a dental visit. The dentist will teach you about the importance of early cavity detection. He or she will explain proper brushing and flossing and how to avoid baby bottle tooth decay. The dentist will also apply fluoride treatments every six months. Children ages 3 to 21 should get a dental checkup at least once a year.

Your choice of dentist is important. UnitedHealthcare matched you or your child with a dentist. Each year you will get a letter reminding you who your assigned dentist is. However, you can change dentists if you want.



Need a new dentist? If you would like help finding a new dentist, please call Member Services at **1-800-348-4058 (TTY 711)**.

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 **1-800-348-4058 (TTY 711)**.

Ask Dr. Health E. Hound

Q: Why does my child need to be tested for lead?

A: Lead is a naturally occurring metal. It can be found in many places. It's common in older homes, in soil near busy roads, and in some imported products. Children can inhale or swallow lead.

Lead poisoning can cause serious problems. It can affect your child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, there are treatments that can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Learn more. Read about lead poisoning and other children's health topics at **KidsHealth.org**.



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 **1-800-348-4058 (TTY 711)**, toll-free.

5 facts about chlamydia

1. Chlamydia is the most commonly diagnosed sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.



 **It's covered.** Screenings for sexually transmitted diseases are a covered benefit. Call Member Services at **1-800-348-4058 (TTY 711)** to learn more.

Nutrition and breast-feeding help

The Arizona Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutrition education and breast-feeding support services, supplemental nutritious foods and referrals to health and social services. WIC serves pregnant, breast-feeding and postpartum women. It also helps infants and children under the age of 5 who are at nutritional risk.



Get WIC. To find out more visit azdhs.gov/prevention/azwic or call **1-800-252-5942**.

Do you have HIV/AIDS?

UnitedHealthcare Community Plan offers case management services and support for members with an HIV or AIDS diagnosis. Our case manager, Tracy Albrant, RN, is a registered nurse. She has past experience in both case and disease management. Tracy is available for your HIV/AIDS needs, questions and concerns.

Arizona AHCCCS requires our members with HIV/AIDS to see their provider twice a year. The appointments should be at least 90 days apart.



Reach out. Tracy reaches out to every member with an HIV and/or AIDS diagnosis annually. You can also call her toll-free at **1-877-885-8455**, extension **64003**.

Medicare insulin benefit change

Medicare Part D is the branch of Medicare that pays for your medications. Insulin is used to treat diabetes. Arizona UnitedHealthcare Dual Complete members who take insulin should be aware of a change for 2016. These changes could affect the payments for your insulin.

Apidra, Novolog and Novolin are insulin products. They are no longer covered. If your provider hasn't already done so, have him or her switch you to Humalog or Humulin. These insulin products are covered by your plan.



Resource corner

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

1-800-348-4058 (TTY 711)

Baby Blocks Join a rewards program for pregnant women and new moms.

UHCBabyBlocks.com

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

myuhc.com/CommunityPlan
Health4Me

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-800-348-4058 (TTY 711)**.

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



Get it all. You can read the Member Handbook online at **myuhc.com/CommunityPlan**. Or call Member Services toll-free at **1-800-348-4058 (TTY 711)** to request a copy of the handbook.

