



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Did you know?

About half of all adults get enough aerobic exercise. Only 20 percent also get enough strength-building exercise.



Know your BMI

Are you at a healthy weight?

Two out of three adults are overweight or obese. Obesity in Hawai'i has increased nearly three times from what it was over 20 years ago. It continues to increase rapidly, following national trends. Without changes, more than half of Hawai'i's adults will be obese by 2030. Being overweight puts you at risk for health problems. These include heart disease, high blood pressure and Type 2 diabetes. Obesity can also cause gallbladder disease, sleep apnea and osteoarthritis.

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.

UnitedHealthcare Community Plan
 P.O. Box 2960
 Honolulu, HI 96802
 PRSRT STD U.S. Postage
PAID
 United Health Group

UnitedHealthcare Community Plan
 P.O. Box 2960
 Honolulu, HI 96802

Dengue fever in Hawai‘i

What you need to know

Aloha,

On behalf of UnitedHealthcare, I want to thank you for choosing UnitedHealthcare Community Plan. Our mission is “helping people (you) live healthier lives.”

Today we will talk about why mosquitoes are more than pests. Beside their bite, mosquitoes can also spread tropical diseases. These include yellow fever, the Zika virus (both not found in Hawai‘i) and dengue.

A recent headline that has us worried was “Dengue Fever Outbreak in Hawai‘i.” Dengue is not usually found in Hawai‘i. Over the past several months, the island of Hawai‘i, and in particular the south Kona area, has had most of the reported cases of dengue. Of greater concern is dengue spreading to the other islands.

So what is dengue fever and how is it spread? Dengue fever is caused by the dengue virus. It is spread to humans by the bite of an infected mosquito. There are two types of mosquitoes that can cause dengue in humans. Both mosquitoes can be found in Hawai‘i. The mosquito has to bite an infected person first before it can spread dengue to another person. Dengue does not spread from person to person. Mosquitoes are the key to stopping the spread of dengue.

Symptoms of dengue include fever, severe headaches, pain behind the eyes, rash, and muscle and/or bone pains. If you are ill and are worried that you might have dengue fever, it is important to be seen by a doctor. Many of the first symptoms of dengue can look like other conditions. Also, a small number of people with dengue can go on to have a severe form of dengue. This is called hemorrhagic dengue fever. It is important that people with dengue be watched closely by a health care provider to make sure that they are not progressing to severe dengue.

How do you treat dengue fever? There is no vaccine or specific medicine to cure dengue. Treatment is directed to the symptoms. Get plenty of rest, drink lots of fluids and avoid contact with mosquitoes. Acetaminophen can be used for pain. Avoid aspirin or other aspirin-like products. Talk to your doctor about any medicine you take or questions you may have.

To control the spread of dengue, we need to control the mosquito problem. The best measure is to get rid of mosquitoes or prevent mosquitoes from biting you. This can be done by draining any standing water around your home. Get rid of any places where mosquitoes may lay their eggs. This can be in any area where water collects.

Mosquito repellents keep them away from you. Use mosquito repellents as directed. Look for the EPA logo on the label. Mosquitoes are most active in the morning and early evening. But they also bite at night, so beware. Mosquitoes are also attracted to darker colored clothing. When going outdoors, wear light colored clothes covering your arms and legs. Finally, make sure you have screens around doors and windows of your home in good repair.

The State of Hawai‘i Department of Health website is a good place to find updated information on mosquito control and dengue in Hawai‘i at health.hawaii.gov/docd/dengue-outbreak-2015.

I hope you gained a few tips about dengue fever and the pesky mosquito vector. I would also like to remind you of our 24/7 NurseLine. Call toll-free **1-888-980-8728 (TTY 711)**.



Live healthy,

Ronald Y. Fujimoto, D.O.
Chief Medical Officer

UnitedHealthcare Community Plan of Hawai‘i

We want to hear from you!

Is there anything we can do to service your health care needs better? Let us know. Our first priority is your health. Call us if you have any comments on how we can improve. Or let us know what we’re doing well. Our Member Services can be reached toll-free at **1-888-980-8728 (TTY 711)**. We want to make sure you’re getting everything you need to live a healthier life.

E ho‘oulu kākou. Let’s grow together.




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 30 days of the denial.

 **Questions?** You can talk to our UM staff. Just call **1-888-980-8728 (TTY 711)**, toll-free.




Who is Medline?

If you get incontinence supplies, then you have probably heard of Medline. Medline is the nation's leading vendor of disposable incontinence products. They have been in the islands for over 20 years. They service facilities such as hospitals and nursing homes. You may also see their products at Costco and other stores.

Medline is UnitedHealthcare Community Plan's new vendor for incontinence supplies. They are the only approved vendor to supply items such as briefs, pull-ups and diaper liners to our QUEST Integration members.

If you get incontinence supplies, Medline will call you every month to arrange the delivery. Please call Medline back if you missed their call. This will prevent any delays in delivery.

 **Questions?** Call our Member Services toll-free at **1-888-980-8728 (TTY 711)**.



Your partner in health


Your primary care provider (PCP) is the person you turn to when you are sick. He or she provides or coordinates your health care. But your PCP also wants to see you when you are well. Well visits help you and your provider get to know each other. They are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had
- any mental health or substance abuse treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.

 **See your PCP.** You should feel comfortable with your PCP. If you are not, choose a new one. Visit myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-888-980-8728 (TTY 711)**.



Are you pregnant?

Get prenatal care early and often.

There are many resources available to help you have a healthy pregnancy. The first step is to choose a prenatal care provider. This could be an OB/GYN, a midwife, or a primary care provider (PCP). Next, schedule visits and exams.

First Trimester

Get prenatal care early. This will help ensure a safe pregnancy for you and your baby. See your provider every four weeks. Here's what to expect:

- complete physical exam
- identify expected due date
- medical history
- healthy lifestyle choices

Second Trimester


Keep seeing your provider every four weeks. Here's what to expect:

- blood pressure and weight checks
- routine blood and urine tests
- hear the baby's heartbeat
- ultrasound
- testing for birth defects

Third Trimester

See your provider every two to three weeks. Then go every week from 37 weeks until you deliver the baby. Here's what to expect:

- check baby's heartbeat and movements
- learn what to do when labor starts
- choose breast or bottle feeding

 **How can we help?** Need help finding a prenatal care provider? Need a ride to prenatal care provider visits?

Want to enroll in our programs? Call Member Services toll-free at **1-888-980-8728 (TTY 711)**.



Earn gifts with Baby Blocks!

Baby Blocks is a free online wellness incentive program for pregnant women and new moms. Members get email appointment alerts and wellness-related text messages. Here is the best part: Members earn reward gifts for keeping doctor appointments!

Here's how it works: You complete blocks on a "game board" after going to your prenatal visit. As you complete the appointments, boxes open and allow you to select the gift you would like. Rewards are then shipped to you. It's that easy!

Sign up today at uhcbabyblocks.com.



Two programs for moms

UnitedHealthcare offers:

- Hāpai Mālama for a healthy pregnancy
- Baby Blocks rewards members for prenatal and well-baby visits





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 medicine 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 **1-888-980-8728 (TTY 711)** to request a copy of the handbook.

Baby's best shot

Your baby needs several vaccines to keep him or her healthy. Some immunizations are combined. That means fewer shots for your child! Here is a list of shots that are recommended before your child turns 2:

- 3 doses of HepB (Hepatitis B)
- 4 doses of DTaP (diphtheria, tetanus and pertussis)
- 3 doses of Hib (HInfluenza, type B)
- 3 doses of IPV (polio)
- 1 dose of MMR (measles, mumps and rubella)
- 1 dose Varicella (chicken pox)

Are your child's immunizations up to date? Call your child's primary care provider (PCP) to find out. If your child is missing some doses, schedule a visit with the PCP. Schedule office visits to complete all doses before your child turns 2. You may want to bring your child's favorite toy, blanket or stuffed animal to the visit.



Talk to the PCP. Dosages are based on the American Academy of Pediatrics Immunization Schedule. Talk to the PCP about the immunization schedule that is best for your child.



What to expect

Remember your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your prenatal care provider (OB/GYN, midwife or primary care provider) 21–56 days after you give birth. If you had a Cesarean section, you should also go two weeks after you give birth. At your postpartum checkup, your prenatal care provider will:

- check to make sure you are healing well from childbirth
- screen you for postpartum depression
- do a complete physical exam, including pelvic exam
- let you know if you are ready to start having sex again
- talk about birth control options
- answer questions about breast-feeding and examine your breasts



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.

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.



Helping kids breathe

6 tips for making taking asthma medicine fun

Kids who don't take their asthma medicines as directed may end up in the emergency room or hospital. This causes a lot of stress and fear. How can parents help their children take their medicines? Here are some ideas:

- 1. Earn privileges.** Decide what your child loves to do. Use it as a reward for taking medicines. Does your child love to play video games? Allow your child to "earn" video game time by taking his or her medicine. Does your child love to go to the beach or the park? That would be a great reward for taking his or her medicine every day for a longer period of time.
- 2. Sticker rewards.** For younger children, stickers on a chart make a wonderful reward. Selecting a sticker and putting it on a daily chart is exciting for a child. Then use the chart to give privileges or rewards for special time with you.
- 3. Praise your child.** It makes sense, but we don't always remember to do it. There is nothing more rewarding than a parent who verbally praises a child for the good things he or she is doing. This will build your child's self-esteem as well as your relationship with your child.
- 4. Same place and time.** Put the medicine where it will be taken at the same time with another daily task. Place it by your child's toothbrush or next to his or her bed to make it easy to take upon waking and going to sleep.
- 5. Reminder alarms.** Set smartphone alarms to remind you and your child that it is time to take medication. You can set an alarm monthly to remind you to call in your child's refills.
- 6. Involve others.** Every time your child completes the chart of stickers, save the chart and show it to other important people. Praise your child in front of him or her. Take the chart to the next doctor visit and show it to the doctors and nurses. Nothing excites a child more than having others recognize accomplishments.



We speak your language



This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer **large print**, braille, sign language and audio. Call us toll-free at **1-888-980-8728 (TTY 711)**.

Daytoy a dokumento ket naglaon iti importante nga impormasion manipud iti UnitedHealthcare Community Plan. Mabalinyo a kiddawen a maisurat daytoy a dokumento iti Ilocano. Awan ti bayadna. Mabalinyo a kiddawen a maibasa daytoy kadakayo. Idiayami pay ti **dadakkel a letra**, braille, sign language ken audio. Tawagandakami nga awan bayadna iti **1-888-980-8728 (TTY 711)**.

Tài liệu này có thông tin quan trọng từ UnitedHealthcare Community Plan. Quý vị có thể yêu cầu tài liệu này bằng tiếng Việt. Dịch vụ này là miễn phí. Quý vị có thể nhờ người khác đọc cho mình nghe. Chúng tôi cũng có bản **chữ in lớn**, chữ braille, ngôn ngữ ký hiệu và băng thâu. Xin gọi cho chúng tôi theo số miễn phí **1-888-980-8728 (TTY 711)**.

本文件包含來自 UnitedHealthcare Community Plan 的重要資訊。您可向我們索取本文件的繁體中文版。此為免費服務。您可請我們將本文件朗讀給您聽。我們亦提供大字版、盲文版、手語及語音版。請致電免費電話 **1-888-980-8728** 與我們聯絡（聽障專線 [TTY] 711）。

본 문서에는 UnitedHealthcare Community Plan에 대한 중요 정보가 담겨 있습니다. 한국어로 작성된 이 문서를 요청하실 수 있습니다. 이 서비스는 무료입니다. 이를 귀하께 읽어드릴 수 있습니다. **큰 활자체**, 점자, 수화 및 오디오 서비스도 제공됩니다. 수신자 부담 전화번호 **1-888-980-8728** 번으로 전화하십시오(TTY 청각 장애용 전화기: 711).



Resource corner

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

1-888-980-8728 (TTY 711)

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

1-888-980-8728 (TTY 711)

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

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 Find a provider, read your Member Handbook or see your ID card.

myuhc.com/CommunityPlan

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

KidsHealth.org