



THE KEY TO A GOOD LIFE IS A GREAT PLAN  
**HealthTALK**



**Don't lose your health coverage!**



Renew your health care benefits on time. For information on renewing, call Maryland Health Connection at **1-855-642-8572** (TTY **1-855-642-8573**). Or, visit **MarylandHealthConnection.gov**.

**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](http://cdc.gov/healthyweight/assessing/bmi).

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United Health Group

UnitedHealthcare Community Plan  
6220 Old Dobbin Rd.  
Columbia, MD 21045

# 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 doctor or midwife six weeks 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 provider will:

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



**Pregnant?** Join Healthy First Steps. This free program provides support and information. Call **1-877-813-3417 (TTY 711)** to learn more.



# A happy pregnancy

## Behavioral health for expecting moms

Having a baby can be hard. But you don't have to do it alone. Your health care provider can help you with any questions you may have. She or he can also show you other helpful services that are available. Some things to look for and ask your health care provider about are:

- Do you feel depressed or anxious?
- Are you trying to quit drugs, alcohol or smoking?
- Do you have questions about your medications?
- Are you worried about domestic violence?
- Do you have a place to live?
- Do you have enough food to eat?
- Is getting to your appointments difficult for you?



**Need help?** We care about the health and well-being of you and your baby. If you have any questions, call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday– Friday, 8 a.m.–7 p.m. EST.

# 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. Information on how to appeal can be found in your Member Handbook and on our member website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



**Questions?** Our Member Services team can help you with an appeal. Just call **1-800-318-8821 (TTY 711)**, Monday–Friday 8 a.m.–7p.m. EST toll-free and tell them you would like to appeal a denied claim.



## Your child's partner in health

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

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring any medications your child takes
- discussing any concerns about your child's prescriptions
- coordinating care given by any specialists your child sees
- discussions about development, safety and other topics

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

- any medications or supplements your child takes
- any other providers your child sees, such as specialists or alternative providers
- any tests or treatments your child has had
- any mental health treatment your child gets

Well visits are covered at no cost to you. Is your child due for a well visit? Call your child's PCP to make an appointment today.



The 2016 Maryland Healthy Kids Early Periodic Screening Diagnosis and Treatment (EPSDT) schedule is available at [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com) under Member Information. There are changes to the schedule for 2016.



**See the PCP.** You and your child should feel comfortable with your PCP. If you are not, choose a new one. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use

the **Health4Me** app. Or call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7p.m. EST.

# It's up to you

## You can prevent fraud.

Most UnitedHealthcare HealthChoice members and providers are honest. However, even a few dishonest people can hurt the HealthChoice Medicaid programs. People who are dishonest or commit fraud may be fined or jailed. If you know fraud or abuse is taking place, you must contact HealthChoice. Your privacy will be protected because you don't have to tell them your name.

### Fraud and abuse for HealthChoice members can be things like:

- providing false information or hiding facts to get or keep HealthChoice
- letting someone else use your HealthChoice ID card
- selling or giving your prescription medicines to anyone else

### Fraud and abuse for HealthChoice providers can be things like:

- billing UnitedHealthcare for services that were never given
- billing UnitedHealthcare two or more times for the same service



### How to report fraud and abuse:

- Call the UnitedHealth Group fraud hotline at **1-866-242-7727**.
- Call the HealthChoice fraud hotline at **1-866-770-7175**.
- Go online to **dhmh.maryland.gov/oig**, and then click on "Report Fraud."
- Write to the Department of Health and Mental Hygiene, Medicaid Program Integrity Recipient Fraud and Abuse Unit, 201 West Preston Street, Room 520, Baltimore, MD 21201. Or send them a fax at **410-333-7194** or **410-333-5326**.

## Just joining us?

Make the most of your benefits. Follow these tips to get off to a great start.



### 1. Carry your member ID card with you at all times.

Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.

### 2. Visit your primary care provider (PCP).

Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.

### 3. Complete a Health Assessment.

It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.

## Health4Me

### A new app for you

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. **Health4Me** makes it easy to:

- find a provider or urgent care center
- call Nurseline
- view your ID card
- read your Member Handbook
- get help and support in your community
- learn about your benefits
- contact Member Services



**Download it today.** Do you use a tablet or smartphone?

Download the free **Health4Me** app today from your app store. To register to use the app, enter Group ID **MDCAID**. Use it to connect with your health plan wherever you are, whenever you want.

# Recipe for health

## Swiss chard wraps

### Ingredients

- 4 large Swiss chard leaves or 1 cup spinach leaves, washed and chopped
- 1 avocado, peeled, chopped
- 1 teaspoon lemon or lime juice
- ¼ chili pepper, washed and chopped
- Salt and black pepper to taste
- 1 tomato, washed and chopped
- ½ onion, chopped
- 1 carrot, washed and grated
- 4 whole grain tortillas

### Directions

1. In large bowl, mix avocado, lemon or lime juice, and spices.
2. Add Swiss chard or spinach, tomato, onion, and carrots and mix together.
3. Spoon ¼ of mixture onto each tortilla and roll up.

**Note:** Add sprouts, mushrooms, or other vegetables of your choice; or leftover cooked chicken or canned tuna for a healthy meal. Makes 4 servings. Serving size: 1 wrap.

Recipe courtesy of the University of Maryland Extension.



## Farmers market season is here!

Did you know farmers markets offer locally grown fresh fruits and vegetables? Farmers markets are found throughout the state. Many accept Women, Infants, and Children (WIC) vouchers as well as the Supplemental Nutrition Assistance Program (SNAP).

Visiting these markets can be fun for the entire family. Some even have live music and activities for children.

UnitedHealthcare Community Plan conducts healthy cooking demonstrations at farmers markets in the communities of Catonsville, Crossroads, Druid Hill Park, Randallstown and Waldorf. Come see us and try a yummy sample!



**Find a farmer's market.** Look for cooking demonstration dates and times on our member website at [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com). To find a market near you, visit the Maryland Farmers Market Association website at [MarylandFMA.org](http://MarylandFMA.org).



## Resource corner

### UnitedHealthcare Member Services:

1-800-318-8821 (TTY 711)  
Monday–Friday, 8 a.m.–7 p.m. EST

**24/7 NurseLine:** 1-877-440-0251

### Public Behavioral Health System:

1-800-888-1965

**Transportation:** Contact your local health department.

### Special Needs Unit:

1-800-460-5689 (TTY 711)

### Special Needs Coordinator:

443-896-9081

### UnitedHealthcare Outreach:

443-896-9147

### UnitedHealthcare Health Education:

1-855-817-5624

**Healthy First Steps:** 1-877-813-3417

### Department of Human Resources:

1-800-332-6347

### Maryland Health Connection:

1-855-642-8572  
MarylandHealthConnection.gov

### Maryland Medical Assistance Help Line:

1-800-284-4510

### Maryland Healthy Smiles Dental Program:

New phone number: 1-855-934-9812

### UnitedHealth Group Customer Care

**Fraud Hotline:** 1-866-242-7727

**HealthChoice Fraud Hotline:** 1-866-770-7175

### Clinical Practice Guidelines:

UHCommunityPlan.com/health-professionals/  
md/clinical-practice-guidelines.html

**Interpretation Services:** Call Member Services to request interpretation services for your medical 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 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](https://myuhc.com/CommunityPlan) or on the free **Health4Me** app. Or call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7p.m. EST to request a copy of the handbook.

