

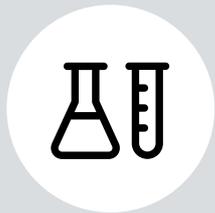


THE KEY TO A GOOD LIFE IS A GREAT PLAN HealthTALK



Did you know?

Each year, more than 300,000 young children are found to have high levels of lead.



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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UnitedHealthcare Community Plan
14141 Southwest Freeway, Suite 800
Sugar Land, TX 77478



Breathe deeply

Understanding asthma medication

There are many different medications for asthma. The doctor will prescribe the right ones for your child. In general, there are two types of asthma medications.

Long-term medications: Some drugs are taken every day. These long-term medications keep asthma under control. They can be oral or inhaled. They may take a while to start working. Not everyone with asthma needs long-term medications.

Rescue medications: Most people with asthma have inhaled rescue medications. Your child takes them only when he or she is having symptoms. They should be with you all the time, just in case they are needed. Rescue medications can stop an asthma attack in minutes.



Have a plan. Give your child asthma medications the way the provider says you should. You should have a written asthma action plan to help you know what to give your child and when.



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 UHCCommunityPlan.com/TXkids.

The right care

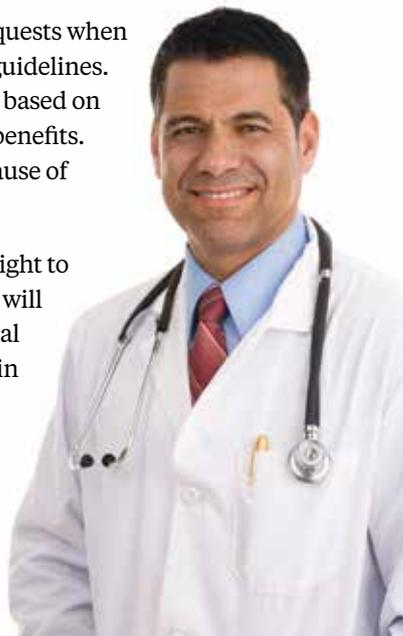
How utilization management works

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 **1-888-887-9003 (TTY 711)**, toll-free.



Prior authorization

Some services are only covered when your provider gets approval ahead of time. This is called prior authorization.

Your health care provider can ask for prior authorization by fax or online. Once a request is received at UnitedHealthcare, decisions take three business days. If the patient is under the age of 21, decisions can take seven business days.

If there is missing paperwork, the request may not be approved, and a letter will be sent to your doctor. Your doctor can send in missing paperwork to have the request reviewed again.

For urgent requests, your provider can call in the request. He or she may be asked to fax paperwork. Urgent decisions may take up to 24 hours.

If a request is not approved, you and your doctor will get a letter. You may choose to appeal the decision or ask for a fair hearing. Instructions will be in the letter. Your doctor is also given the option to speak to the medical director.

 **Questions?** If you have questions about prior authorization, call Member Services at **1-888-887-9003 (TTY 711)**.

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
- 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.

 **See the PCP.** You and your child should feel comfortable with the PCP. If you are not, choose a new one. Visit myuhc.com/CommunityPlan or use the Health4Me app. Or call Member Services toll-free at **1-888-887-9003 (TTY 711)**.





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 (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](https://twitter.com/UHCPregnantCare)

[@UHCEmbarazada](https://twitter.com/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.

UHCCommunityPlan.com/TXkids

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

