



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

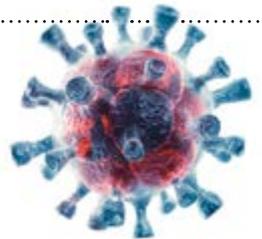


## Keep your health coverage!

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**.



## Be flu free



### Get your flu vaccine soon.

Flu season is coming. The flu spreads easily. It can make you feel awful and cause you to miss several days of work or school. It can also be dangerous or even deadly.

The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Following these tips can also help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose, or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water, and get enough sleep.

**Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP) office. You can also get one at any clinic or store that accepts your plan. Visit **myuhc.com/CommunityPlan** or use the **Health4Me** app to find a location near you.

# Want us to share?

## How to give permission

Do you want us to talk to your family member, caregiver, or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



**Find it here.** The form is available at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can also call Member Services at **1-800-318-8821 (TTY 711)** to ask for a copy of the form.

## Quality is our business

UnitedHealthcare Community Plan checks to see if our members are getting the right kind of care for them. This includes tests and treatment for chronic conditions such as diabetes or high blood pressure. It also includes preventive care such as breast exams or immunizations.

Our quality team makes calls and sends reminder letters. They want to help you make and keep provider appointments. In 2015, we increased the number of members getting:

- childhood immunizations
- well care visits from 3 to 6 years old
- breast cancer screening
- BMI (part of obesity screening) assessments
- diabetic lab and eye exams

Our 2016 focus includes getting more members to have:

- well care visits from birth to 15 months, and from 12 to 21 years old
- cervical cancer screenings
- postpartum care (post-delivery visits)
- lead screening at 12 and 24 months of age

We also check with our healthcare providers to make sure you can get a timely appointment. Plus, we can help schedule appointments for our members.



**Get it all.** Want to know more about our Quality Improvement Program? Call Member Services or visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## Know the risks

Breast cancer is the second most common form of cancer among women. There are many risk factors for breast cancer. Most of them are out of your control, like family history. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for most women 40 and over to get a mammogram every two years. This breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught early.

Talk to your doctor about your breast cancer risk. Your doctor may suggest a different screening schedule for you. Some women should start screening earlier or get different tests. Others need mammograms less often.



**Know your benefits.** Do you have questions about your benefits for breast cancer detection and treatment? See your Member Handbook at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7 p.m. ET.



# Doctor's orders

## Not taking your prescribed medication?

Did you know that not taking your prescribed medication could land you back at your healthcare provider's office? It could also send you to the emergency room or even get you admitted to the hospital. Your medication is prescribed to improve your health and well-being. It is for your specific illness or condition. Your provider knows your history and decided this medication is the best for you.



Do not stop taking the medication if it is making you feel sicker. Don't stop if it's causing side effects like pain, nausea, cramps, or dizziness. Do not switch over-the-counter medication for the one prescribed for you. Stopping your medication or using another one instead can make you sicker or not help you get better.

Call your provider's office and explain what is going on. Tell your provider how and what you are feeling or not feeling. The medication may be changed or the dose changed. If you are uncomfortable talking with the doctor, ask to speak to the nurse. Your provider cares about you, but cannot help you if you do not share what is going on.

## Let us know



Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with grievances and appeals.

- **A grievance** is when you tell us you are dissatisfied with a provider, the plan or any matter other than an action taken by the plan.
- **An appeal** is when you ask us to change a decision about your coverage.

Member Services can help you with this process.



**Here's how.** See your Member Handbook to learn more. It's on our website. You can also call Member Services at **1-800-318-8821 (TTY 711)** to ask for a copy.



## Ask Dr. Health E. Hound

### Q: When does my child need to see the PCP?

**A:** It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or EPSDT visits. Take your baby for well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months

Then, take your child or teen to his or her PCP every year. At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health. If your child needs to see a specialist, his or her PCP can help you find the right one. The PCP can also help you get an appointment as soon as one is needed.



**Learn more.** Visit **KidsHealth.org** to learn more about kids' health topics. This website has articles, videos, and interactive content for parents, children, and teens.



## 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 (TTY 711)

### Public Behavioral Health System:

1-800-888-1965 (TTY 711)

**Transportation:** Contact your Local Health Department.

### Special Needs Unit:

1-800-460-5689 (TTY 711)

### Special Needs Coordinator:

443-896-9081 (TTY 711)

### UnitedHealthcare Outreach:

443-896-9147 (TTY 711)

### UnitedHealthcare Health

**Education:** 1-855-817-5624 (TTY 711)

**Healthy First Steps:** 1-800-599-5985 (TTY 711)

### Department of Human Resources:

1-800-332-6347 (TTY 711)

### Maryland Health Connection:

1-855-642-8572 (TTY 711)  
MarylandHealthConnection.gov

### Maryland Medical Assistance Help Line:

1-800-284-4510 (TTY 711)

### Maryland Healthy Smiles Dental Program:

New phone number: 1-855-934-9812 (TTY 711)

### UnitedHealth Group Customer Care

**Fraud Hotline:** 1-866-242-7727 (TTY 711)

### HealthChoice Fraud Hotline:

1-866-770-7175 (TTY 711)

### Clinical Practice Guidelines:

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

**Interpretation Services:** Call Member Services to request interpretation services for your medical visits.



# Lose the lead

## 3 ways to protect your child

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 blood tests for lead at ages 1 and 2. In addition to testing, there are things you can do to protect your child:

- 1. Get your water tested.** Letting cold water run for 30 seconds before drinking it and using cold water for cooking can also help.
- 2. Keep your home and family clean.** Wipe down dusty surfaces, including windowsills and walls, with a damp cloth. Wash children's hands frequently. Keep toys clean as well.
- 3. Get enough iron, calcium, and vitamin C.** These three nutrients can decrease the amount of lead absorbed by the body.



**See the PCP.** Lead testing is done at regular checkups. Ask your child's PCP about it when your child turns 1 and 2.

## Watch and learn

Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) for short introductions to your health plan. These videos explain how to get the most out of your benefits. They are great for both new and experienced members.

