



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**.

Ask Me 3

How to understand your health

Health information is not clear at times. The Ask Me 3[®] program run by the National Patient Safety Foundation can help. The program gives you three questions to ask your health care provider during a health care visit, either for yourself or for a loved one. They are:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?



Asking questions can help you be an active member of your health care team.



Learn more. For more information on Ask Me 3[®] and to view a helpful video on how to use the questions, please visit npsf.org/askme3.

Ask Me 3 is a registered trademark licensed to the National Patient Safety Foundation (NPSF). UnitedHealthcare is not affiliated with nor endorsed by NPSF.

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

The waiting game

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes:

- Emergency: immediate
- Urgent PCP visit: same day
- Routine PCP visit: within 14 days
- Specialist visit: within 30 days of referral
- Post-hospital discharge visit: within 7 days



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7 p.m.



24/7 access

Your primary care provider (PCP) works with you to provide access to health care services. Your PCP will provide medically necessary covered services. He or she will refer you to a specialist if needed. As part of your benefits, you can get certain services without prior authorization, or referral by your PCP.

You are not required to contact your primary care provider in emergent/urgent situations. However, your PCP must provide telephone coverage 24 hours per day, 7 days per week. It's best to call your PCP first, whenever you need care.



Hello, nurse! If you are not sure if the problem is an emergency or not, you can also talk to a nurse at NurseLine. Just call **1-877-440-0251**.



Under control

Tests for people with diabetes

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

A1c blood test: This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. It tells you how well your treatment is working. Get this test two to four times per year.

Cholesterol and blood pressure: People with diabetes have double the risk of heart disease. Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. Get your blood pressure checked at every visit.

Kidney function: Diabetes can damage your kidneys. This blood test makes sure yours are working right. Get this test once a year.

Dilated eye exam: High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7p.m.

Teen time

Checkups are important during adolescence.

Checkups help keep kids healthy at any age. Even preteens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. Your child's body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The doctor and your child can discuss risky behaviors. These include substance abuse and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests he or she needs.

When the preteen years start, it's time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. Visit myuhc.com/CommunityPlan or call Member Services at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7 p.m.

Ask Dr. Health E. Hound

Q: How can I help my child stay safe on a bicycle?

A: It's fun to be active outdoors. Riding a bike is a great way to get around. It's good exercise, too. Make every ride a safe ride with these tips.

Wear a helmet. Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Use only helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet every time he or she rides.

Teach traffic safety. Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell him or her to ride on the right side, with traffic, and obey traffic signs and signals.

Use right-sized bikes. Don't buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of his or her feet on the ground.



Stay safe. Get more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit KidsHealth.org.



Antibiotics are not always the answer

Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed.

Most illnesses — in adults and children — are not caused by bacteria. Antibiotics do not help with these illnesses. Only time will make them better. This includes colds and flu, which are caused by viruses. Most ear infections, upper respiratory infections (URIs) after colds, bronchitis and sinus infections are also caused by viruses.



Growing up

Teach teens to take charge of their health.

Starting in the early teen years, kids should start learning to be health care consumers. Around the age of 12, parents can start teaching their teens health care skills such as:

- making medical and dental appointments
- writing a list of questions to ask at appointments
- talking with the provider
- filling out forms
- understanding medications

Helping teens become involved with managing their own care can be both challenging and rewarding. But the rewards are great. It can help teens build self-esteem, increase their confidence and become more independent. It can also improve their experience with medical providers now and into adulthood.

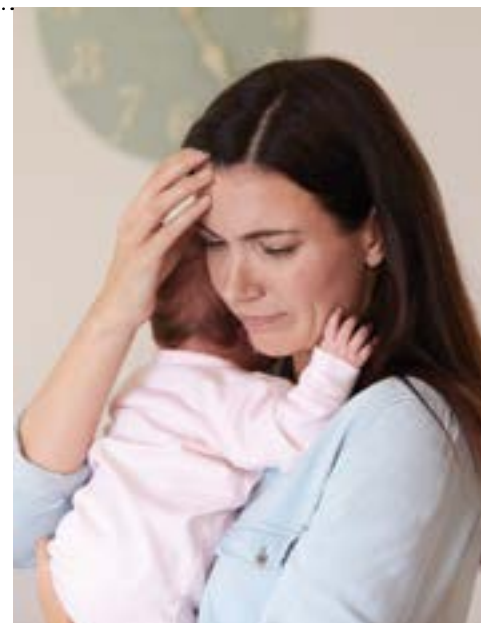
Baby blues

Could it be postpartum depression?

Nearly one in 10 pregnant and postpartum women show signs of major depression. It can happen to anyone. Depression during this time can hurt both mother and baby. That's why screening for depression is recommended during and after pregnancy.

Some women are afraid to ask for help. They may be worried about stigma. They may think they are having normal hormonal changes. They may not realize that physical symptoms such as stomachaches and headaches or sleeping problems may be signs of depression.

If you are pregnant or recently had a baby, talk to your provider about depression screening.



Are you blue? We care about our pregnant mothers and want to help you. Please call our Special Needs Coordinator at **443-896-9081 (TTY 711)** Monday– Friday, 8:30 a.m.–5 p.m. ET. Also, join Healthy First Steps! This free program provides support and information to pregnant women. Call **1-800-599-5985 (TTY 711)**.




Bring it down

6 tips for lowering blood pressure

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. Maintain a healthy weight.** Lose weight if your doctor says you should.
- 2. Get moving.** Aim for 30 minutes of moderate activity a day.
- 3. Eat well.** Eat more fruits, vegetables and lean proteins. Reduce saturated fat. Read labels on packaged foods.
- 4. Reduce sodium.** Choose other spices to add flavor to foods. Limit processed and restaurant foods.
- 5. Limit alcohol.** One drink a day for women or two for men is a moderate amount. Or, don't drink any alcohol.
- 6. Take your medicine.** If your doctor prescribes blood pressure medicine, take it as directed. Use notes, alarms or phone calls to help you remember.

 **Get checked.** A healthy blood pressure is 120/80 or lower. High blood pressure is 140/90 or higher. A reading in between is considered prehypertension, or borderline high blood pressure.

Baby be safe

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.



Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit myuhc.com/CommunityPlan or use the Health4Me app.

We care for you

Care management helps members get the services and care they need. Care coordinators work with the health plan, members' physicians and outside agencies. Care management helps people who have:

- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get reminders about their care. They help members with chronic illnesses such as:

- diabetes
- asthma
- COPD
- depression



Help is here. Call Member Services toll-free at **1-800-318-8821 (TTY 711)** Monday–Friday, 8a.m.–7p.m. to ask about programs that can help you or your family.



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: 1-800-599-5985

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:

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

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

A one-two punch

The HPV vaccine and Pap tests

Human papillomavirus (HPV) is a common sexually transmitted infection. Sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and oral cancers in both men and women.

There is a vaccine for HPV. It works best when given before teens become sexually active. Boys and girls should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26. Ask about it at your preteen's next checkup.

The HPV vaccine wasn't available when today's adults were preteens. Women should continue to get screened for cervical cancer with Pap tests.

It's a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope. Pap tests are recommended every three years.



Is it time? Ask your women's health provider if you need a Pap test this year. Need to find a new provider? Use the provider directory at myuhc.com/CommunityPlan. Or, call Member Services at **1-800-318-8821 (TTY 711)** Monday–Friday, 8 a.m.–7 p.m.

