



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Did you know?

There are 6.3 million children in the United States with asthma. This is 8.6 percent of the under-18 population.



## KidsHealth

### Facts at your fingertips

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

- **Parents:** Find answers you can trust. Get doctor-approved, easy-to-understand advice.
- **Kids:** Find fun health quizzes, games, and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **Teens:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.

 **Visit today.** Visit us at home, school, the library, or anywhere in between. For healthy facts at your fingertips, visit [UHCCommunityPlan.com/LAkids](http://UHCCommunityPlan.com/LAkids) today.



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United Health Group  
**PAID**  
 FIRST CLASS U.S. POSTAGE

# STIs can be silent

Many sexually transmitted infections (STIs) have no signs or symptoms. You can't see if your partner has one. You may not know you have one, and then pass it to your partner. Some STIs can be cured. However, if not treated, they can cause permanent damage.

You can get an STI from intimate contact. The only way to prevent STIs is to not have skin-to-skin contact. But there are other things you can do to keep from spreading STIs, such as:

- Use a latex condom every time you have sexual contact of any kind.
- Limit the number of sexual partners you have.
- Tell your health care provider about your sexual activity. Be honest.
- Get tested. There are tests for most STIs. For example, sexually active women age 25 and under should get tested for chlamydia each year.



**Find Dr. Right.** See your primary care provider for STI counseling and testing. Need a new PCP? Visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the **Health4Me™** app. Or call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

## Ask Dr. Health E. Hound

### Q: Why does my child need to be tested for lead?

**A:** Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a 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, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



## The right care

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 requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



**Questions?** Just call toll-free **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Language assistance is available.



**Learn more.** Read about lead poisoning and other children's health topics at [UHCCCommunityPlan.com/LAkids](https://UHCCCommunityPlan.com/LAkids).

## 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)
- What costs you may have for health care
- How to find out about 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
- Where, when, and how to get primary, after-hours, behavioral health, specialty, hospital, and emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- 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](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-866-675-1607**,

**TTY 711**, Monday–Friday, 7 a.m.–7 p.m., to request a copy of the handbook.



## Expect rewards

### Join Baby Blocks.

Are you expecting a baby? Join Baby Blocks. It's an incentive program for pregnant women and new moms. You can earn up to eight gifts for going to important prenatal, well baby, and postpartum visits. Rewards range from health items, to toys and books, to gift cards.

When you join Baby Blocks, you get more than rewards. You get email and text reminders about upcoming visits. You also get helpful health information at each stage of pregnancy and new parenthood.

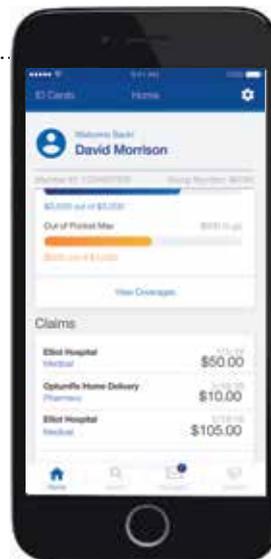


**Join today.** Just visit [UHCBabyBlocks.com](http://UHCBabyBlocks.com).

## Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.

Health4Me has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can pull up your digital member ID card, search for network doctors and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.



### Don't wait.

Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play.



## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free) Monday–Friday, 7 a.m.–7 p.m.

**1-866-675-1607, TTY 711**

**Our website and app** Find a provider, read your Member Handbook, or see your child’s ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)  
Health4Me**

**NurseLine<sup>SM</sup>** Get 24/7 health advice from a nurse (toll-free).

**1-877-440-9409, TTY 711**

**Mental Health and Addiction Crisis Line**

Get 24/7 help with mental health or substance use problems (toll-free).

**1-866-675-1607, TTY 711**

**Twitter Pregnant Care** Get useful tips, info on what to expect, and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbarazada**

**KidsHealth** Get reliable information on health topics for and about kids.

**[UHCommunityPlan.com/LAkids](http://UHCommunityPlan.com/LAkids)**

**loveisrespect** Teens can ask questions about dating violence and talk to a teen or adult (toll-free).

**1-866-331-9474, TTY 1-866-331-8453**

**[loveisrespect.org](http://loveisrespect.org)**

# How can we help?

## Take a Health Assessment.

UnitedHealthcare Community Plan offers special benefits and programs to help improve your health. The Health Assessment tells us which services can help you. By answering just a few questions, you can be matched with the right programs for you.

We ask new members to take a Health Assessment within 60 days of joining the plan. If you have been a member for longer, it’s not too late.



**It’s easy.** It only takes a few minutes. Just visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or call toll-free **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m., to complete it over the phone.

## Spring is here!

When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- Check air quality. It’s often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden, or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider’s orders for treating other allergy symptoms.

