



# THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Pay the easy way

Essential Plan and Child Health Plus plan members no longer need to speak with a live agent to pay monthly premiums. You can pay your premiums online at [myuhc.com](http://myuhc.com). Or you can pay by automated phone system by calling **1-877-229-3439**.

## Quitting time?

You have benefits for smoking cessation.

There are many resources that can help you quit smoking. Medications can help, and are covered by your health plan. You can get free support on the phone or online. UnitedHealthcare Community Plan has trained health coaches who can help you stop using nicotine.

Keeping a craving journal or counting how much money you are saving by not smoking can also help. For the best results, use as many resources as you can. Talk to your doctor about creating a quit plan that's right for you.



**Let us help.** Your benefits include medications and counseling to help you quit.

Call the NYS Quitline toll-free at **1-866-697-8487, TTY 711**, to get help quitting. To work with a UnitedHealthcare health coach, call **1-866-398-3661, TTY 711**.



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New York, NY 10268

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

# STDs can be silent

Many sexually transmitted diseases (STDs) 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 STDs can be cured. However, if not treated, they can cause permanent damage.

You can get an STD from any intimate contact. The only way to prevent STDs is to not have skin-to-skin contact. But there are other things you can do to keep from spreading STDs, 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 STDs. For example, sexually active women aged 25 and under should get tested for chlamydia each year.



**Find Dr. Right.** See your primary care provider for STD counseling and testing. Need a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me™** app. Or call Member Services toll-free at the number on your ID card.

## 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 the toll-free number on your ID card.



**Learn more.** Read about lead poisoning and other children's health topics at [KidsHealth.org](http://KidsHealth.org).

## 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 the number on your ID card.



# Spring is here!

## Coping with seasonal allergies and asthma

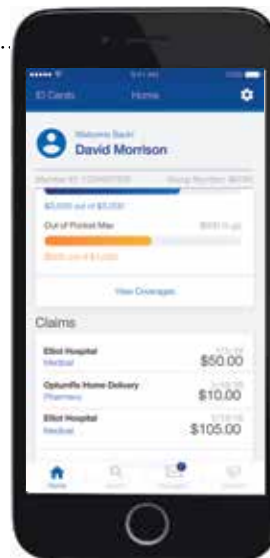
When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- **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.

## 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).

**Medicaid/CHIP: 1-800-493-4647, TTY 711**

**Wellness4Me: 1-866-433-3413, TTY 711**

**Essential Plan: 1-866-265-1893, TTY 711**

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

[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)

**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)

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

[KidsHealth.org](http://KidsHealth.org)

**QuitLine** Get free help quitting smoking (toll-free).

**1-866-697-8487, TTY 711**

[smokefree.gov](http://smokefree.gov)

**National Domestic Violence Hotline** Get 24/7 support, resources, and advice for your safety (toll-free).

**1-800-799-SAFE, TTY 1-800-787-3224**

[thehotline.org](http://thehotline.org)

## Zap Zika

Are you planning to travel to an area affected by Zika virus? Be sure to wear mosquito repellent. Zika virus can cause severe birth defects. Even if you are not pregnant, if you get infected, it can make you sick. You could also bring the virus back to New York.

If you are traveling to an affected area, you can get two free bottles or cans of repellent per month with your Medicaid benefits. Visit [cdc.gov/zika](http://cdc.gov/zika) to learn which areas are affected by the virus.



## myMoney Connect

Earning wellness reward dollars is easy.

UnitedHealthcare Community Plan now offers members a wellness rewards program with a reloadable prepaid debit card.\* The UnitedHealthcare myMoney Connect™ program helps you earn rewards for healthy activities like going to the doctor. If you have children who are members, they might also qualify to earn rewards.



Using your reward dollars is easy, too. Your wellness rewards are loaded right onto your myMoney Connect Card ("Card").\*\* You can then use the rewards just like cash to buy the things you need.\*\*\*



**Get started.** To learn more about myMoney Connect and how it can help you use your money the way you want to, visit [UHCmyMoneyConnect.com](http://UHCmyMoneyConnect.com).

\* Some restrictions apply. Must be 18 or older to sign up. Please see the complete Terms and Conditions at [UHCmyMoneyConnect.com](http://UHCmyMoneyConnect.com) for details.

\*\* The UnitedHealthcare myMoney Connect™ MasterCard® Card is a prepaid card issued and administered by Optum Bank, Inc., Member FDIC, under license from MasterCard®. Please see the complete Terms and Conditions at [UHCmyMoneyConnect.com](http://UHCmyMoneyConnect.com) for details.

\*\*\* Wellness reward dollars work like cash, but cannot be converted to cash. Reward dollars can be spent at retail stores or for products or services that fall into predetermined categories. Use of rewards for purchasing alcohol and cigarettes is prohibited. See [UHCmyMoneyConnect.com](http://UHCmyMoneyConnect.com) for Wellness Rewards Spending Rules.