



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



May is Mental Health Month

Everyone deserves good mental health. Whether you have a minor mental health condition that's affecting your quality of life or a serious mental illness, help is available. Common problems such as depression, anxiety, bipolar disease and eating disorders can be treated.

3 myths busted

Mental health facts to know

Myth: Mental health problems cannot affect me.

Fact: One in four people experience some kind of mental health problem within the course of a year. Mental health problems can affect anyone.

Myth: There's no hope for people with mental health problems.

Fact: There are more treatments and community supports than ever before. People with mental health disorders lead active, productive lives. Most people get better. Many recover completely.

Myth: Children do not experience mental illnesses.

Fact: One in 10 children between the ages of 1 and 15 has a mental health problem.



Need help? We can help you find mental health providers in your area. We can offer the tools and supports you need to feel better. Call **1-877-542-8997, TTY 711**. Or, visit **myuhc.com/CommunityPlan**.



UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

Best practice

Clinical practice guidelines available



UnitedHealthcare Community Plan has practice guidelines that help providers make good health care decisions. These guidelines come from nationally recognized sources. There are practice guidelines for conditions including:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Bipolar disorder
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart disease
- Heart failure
- High blood pressure
- Obesity
- Prenatal care
- Pediatric preventive health care
- Substance use disorders
- Transplants



Find out. Call Member Services to request a copy at **1-877-542-8997, TTY 711**. You can also find our practice guidelines at **UHCCommunityPlan.com**.

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 **1-877-542-8997, TTY 711**, toll-free.



Learn more. Read about lead poisoning and other children's health topics at **UHCCommunityPlan.com/WAkids**.

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. Or call Member Services toll-free at **1-877-542-8997**, **TTY 711**, to request a copy of the handbook.

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.

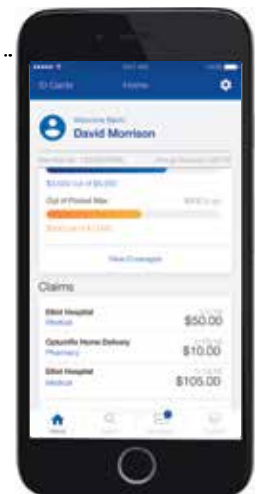
Health4Me just got better

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. 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 for iPhone or Google Play for Android phone.





Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language. Get help with mental health or substance use problems (toll-free).

1-877-542-8997, TTY 711

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

**myuhc.com/CommunityPlan
Health4Me**

NurseLineSM Get 24/7 health advice from a nurse (toll-free).

1-877-543-3409, TTY 711

March Vision Search for a vision care center near you or call Member Services.

MarchVisionCare.com

Baby Blocks Join the Baby Blocks 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)**

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

UHCCommunityPlan.com/WAkids

Help Quitting Smoking Get free help quitting smoking (toll-free).

**1-866-QUIT-4-LIFE (1-866-784-8454)
quitnow.net**

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**



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**.

Health on time

Timely prenatal and postpartum care can help you have a healthy pregnancy, delivery, and recovery. Here's when to see your doctor or midwife:

- At least once before your 12th week
- Every four weeks until your 28th week
- Every two weeks until your 36th week
- Every week until delivery
- Four to six weeks after delivery (plus two weeks after delivery if you have a C-section)

Tip: Arrange your postpartum visit before your baby arrives. You may be too busy to make the call later.

