



THE KEY TO A GOOD LIFE IS A GREAT PLAN  
**HealthTALK**



### What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



## Take care

You can avoid the emergency room.

When your child is sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help your child get better, faster care.

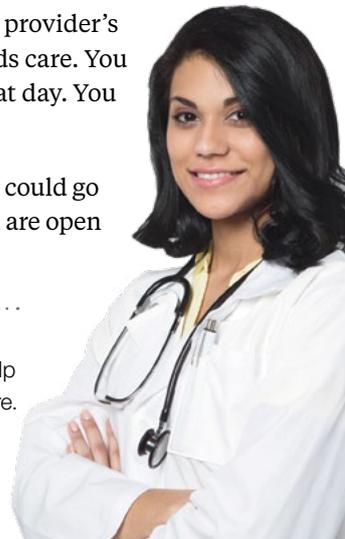
Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your child's illness or injury could result in death or disability if not treated right away.

Instead, call your child's primary care provider's (PCP's) office first when he or she needs care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see the PCP, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care.

Call NurseLine 24/7 at **1-855-575-0136 (TTY 711)**.



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UnitedHealthcare Community Plan  
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## Color you calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



**Need help?** Does your child suffer from anxiety or any other mental health issue? Treatment is available.

Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call **1-855-575-0136 (TTY 711)**. Ask to learn more about mental health benefits or find a provider.

# KidsHealth

Get healthy facts at your fingertips.

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it. Get answers to your health questions at [UHCommunityPlan.com/KSkids](http://UHCommunityPlan.com/KSkids).

- **Parents:** Find answers you can trust. Get doctor-approved advice without the medical terminology.
- **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 us at home, school, the library, or anywhere in between.

- Use any computer or smart phone with access to the internet.
- Search by topic, read or listen to articles, or watch videos.
- You can even download an easy link for your smart phone.



**Check it out.** For healthy facts at your fingertips, visit [UHCommunityPlan.com/KSkids](http://UHCommunityPlan.com/KSkids) today.



## Word search

Enjoy finding these 10 words related to Super Bowl Sunday.

FOOTBALL	C	W	L	E	S	I	G	M	R	C	T	H
FIELD												
HELMET	A	J	B	K	C	B	S	D	A	M	S	C
WHISTLE												
COACH	P	E	M	W	P	U	N	T	J	E	C	L
PUNT												
PLAYER	F	N	H	O	L	S	E	O	B	N	O	E
CATCH												
ENDZONE	R	D	D	C	A	T	C	H	I	F	R	P
SCORE												
	B	Z	O	G	Y	I	T	E	C	G	E	A
	E	O	C	A	E	D	B	L	W	N	F	F
	M	N	P	E	R	C	L	M	E	C	D	I
	I	E	W	B	I	W	F	E	H	O	K	E
	C	E	C	J	F	O	O	T	B	A	L	L
	L	W	H	I	S	T	L	E	G	C	O	D
	F	D	N	C	R	H	A	M	E	H	W	I

# Crush the can



## A simple way to reduce childhood obesity

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks, and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.



## Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



**Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-877-542-9238 (TTY 711)**.

## Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



**It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-877-542-9238 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).

**1-877-542-9238 (TTY 711)**

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

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

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

**1-855-575-0136 (TTY 711)**

**United Behavioral Health** Get help with mental health or substance use problems (toll-free).

**1-877-542-9238 (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/KSkids](http://UHCommunityPlan.com/KSkids)**

**National Dating Abuse Helpline** Teens can ask questions and talk to a teen or adult (toll-free).

**1-866-331-9474  
(TTY 1-866-331-8453)**

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

## Ask Dr. Health E. Hound

**Q: Why does my baby need to see the doctor so often?**

**A:** Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider (PCP). By age 2, your child should have 10 well-baby visits. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).

Well-baby visits help the provider get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **Growth checks:** Your child will be weighed and measured.
- **Tests:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **Screenings:** Your child's vision, hearing, and development will be checked.
- **Shots:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

### When to go

Ages for well-baby visits are:

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



**Need a PCP?** You can change your child's PCP at any time. Visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)** or

use the **Health4Me** app to find a provider. Or, call Member Services toll-free at **1-877-542-9238 (TTY 711)**.