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▼ SESAME STREET

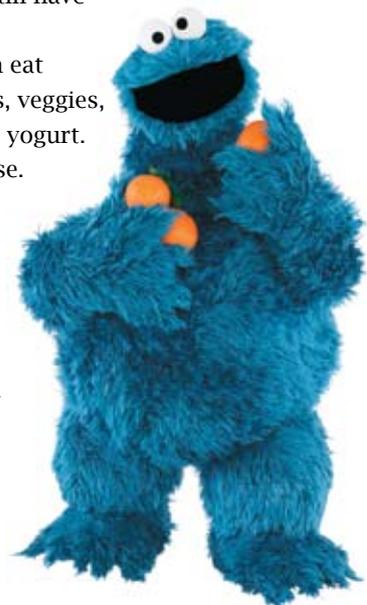
# fun<sub>WITH</sub> food

LEARN ABOUT 'ANYTIME' AND 'SOMETIMES' FOODS

**Cookie Monster knows how important it is to eat right.** He used to eat cookies all the time. Then he learned about "anytime" and "sometimes" foods. Now he eats mostly healthy foods. Cookie Monster can still have cookies as a special treat.

"Anytime" foods are things we can eat every day. These are foods like fruits, veggies, whole grains, lean meats and low-fat yogurt. Drink water or low-fat milk with these.

"Sometimes" foods are things we should only eat once in a while. These are foods like cookies, candy, chips, fast food and sodas. They are high in sugar, fat or salt.



**i A BIG WELCOME** AmeriChoice by UnitedHealthcare has a new partner in healthy habits for life — Sesame Street. Together we'll make healthy eating and fitness fun for you and your kids!

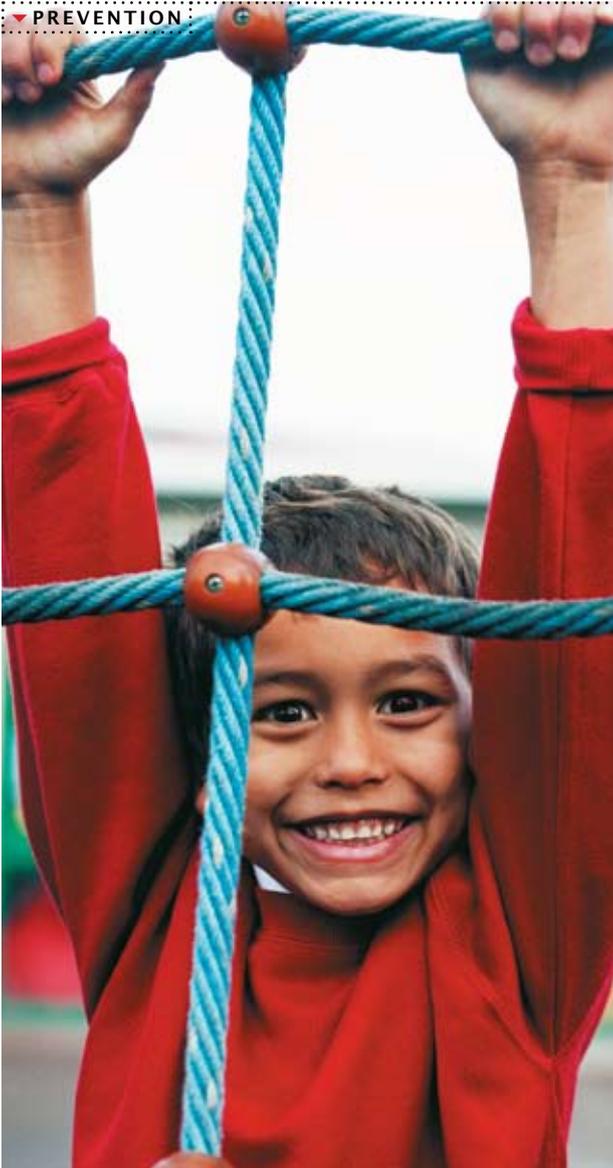
## RED FLAGS

**The Red Flags Rule says that health care providers need to help prevent medical identity theft.** They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.

AmeriChoice by UnitedHealthcare  
P.O. Box 1037  
New York, NY 10268

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▼ PREVENTION



# TAKE your BEST shot

## IMMUNIZATION UPDATES FOR KIDS AND TEENS

**Years ago, many children died from common diseases.**

Today, these diseases are very rare. This is because children now get vaccines to protect them from getting sick.

Sometimes there are changes to who should get certain shots or when they should get them. Here are two newer vaccines that recently changed.

### HUMAN PAPILLOMAVIRUS (HPV)

**WHAT:** HPV is very common. You get it from unprotected sex. About half of all sexually active people will get it at some point. It usually has no symptoms. But it can cause cervical and other cancers. There is now a vaccine for HPV.

**WHEN:** The vaccine is given in a series of three shots. It is recommended for 11- and 12-year-old girls. But it can now be given to both females and males ages 9 to 26. Ask your doctor what's best for your child.

### CHICKEN POX

**WHAT:** Most of the time, chicken pox is not serious. But it can sometimes be dangerous. It can cause skin infections and pneumonia. Some kids die from it. A vaccine has been available since 1995.

**WHEN:** The first vaccine is given at age 12-15 months. A second dose should be given at age 4-6 years. The shot is now also available combined with the MMR. The MMR protects against measles, mumps and rubella. The combination shot is called MMRV.



**SCHOOL'S OUT!** Enjoy your summer. But start planning for the fall now. Call your child's primary care provider (PCP) today. Make an appointment for a school checkup. Collect school and sports forms you need ahead of time. Beat the rush!

▼ SAFETY

## safety first

**Checkups are a good opportunity for the doctor to talk to you and your child about important safety topics.** Here are some safety concerns for kids of all ages. Ask your child's doctor about them.

### 0-12 MONTHS

- sleeping on back
- safety with siblings and pets
- safe furniture and toys
- car seat safety
- smoke free home
- smoke detectors
- drowning prevention
- shaken baby syndrome
- signs of illness
- CPR and first aid

### 1-5 YEARS OLD

- car seat safety
- safe play
- protection from falls
- drowning prevention
- fire, sun and gun safety
- poisoning prevention
- helmet use
- traffic safety
- physical, emotional and sexual abuse

### 5-21 YEARS OLD

- seat belts and auto safety
- drowning prevention
- fire, sun and gun safety
- helmet use
- physical, emotional and sexual abuse
- first aid
- job safety
- safe dating and parties
- alcohol, tobacco and drug use



NY-CAD

▼ PREVENTION



# screenSTARS

## MAMMOGRAMS ARE A MUST FOR WOMEN OVER 40

**Two out of five women over 40 have not had mammograms in the past year.** Are you one of these women? If so, what are you waiting for?

Breast cancer can be cured most of the time when caught early. The best way to catch it early is with regular screenings.

Mammograms are X-rays of the breasts. They can detect breast cancer years before you can feel it. You should have your first mammogram when you turn 40. After that, you should have mammograms every 1-2 years. Women at high risk for breast cancer may start screenings earlier. Talk to your doctor about when you should be screened.

**? BE WHOLE** Janet's Law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at 1-800-493-4647.

▼ ABOUT YOUR PLAN

## for your protection

**AmeriChoice's Annual Notice of Privacy Practices is available** for viewing or downloading on our website. Visit the members' section at [www.americhoice.com](http://www.americhoice.com). This document tells you how we protect your personal and confidential information from being shared with unauthorized parties. Questions? Call Member Services at **1-800-493-4647**.



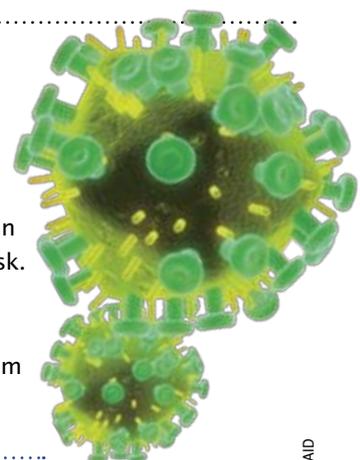
▼ SEXUAL HEALTH

## get tested

### LIFE GOES ON WITH HIV

**HIV is the virus that causes AIDS.** It is spread through blood, semen and other body fluids. Certain people are at higher risk for getting HIV. Having unprotected sex with multiple partners raises your risk. So does injecting illegal drugs.

There is no cure for HIV. But drug therapy is helping infected people live longer, healthier lives. This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.



**📌 AT RISK?** Ask your doctor for an HIV test. Or, text your zip code to **KNOWIT (566948)** to find a free testing clinic near you.

## safety dance

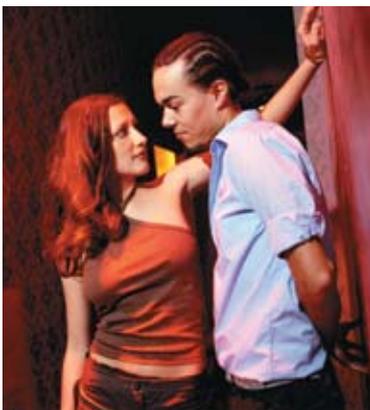
YOU CAN PREVENT STDs

**Sexually transmitted diseases (STDs) are passed from one person to another through sexual contact.** Some STDs can be cured. Others cannot. They may lead to complications.

STDs can have no symptoms. But there are usually signs that you may have one. If you are diagnosed with an STD, your doctor will tell you what kind you have and may give you medicine. Tell people you have had sex with that they should see a doctor, too.

Here's how you can prevent getting or spreading STDs.

- Use a latex condom for oral, vaginal or anal sex. Every time.
- Learn the signs and symptoms of STDs, and seek medical help immediately if any suspicious symptoms develop.
- Ask your partner if he or she has had an STD. Offer to get tested if your partner will get tested, too.
- Don't have sex if your partner has sores, warts, bumps, redness, discharge or other signs of an STD.
- If you think you have been exposed to an STD, visit your health care provider right away for a checkup.



**TESTING TIME?** See your PCP or well-woman provider for STD testing. If you need to find a provider, see [www.americhoice.com](http://www.americhoice.com) or call Member Services at 1-800-493-4647.



### SMILE!

**We all know that brushing and flossing keep our teeth and gums healthy.** Did you know that a healthy smile helps protect your entire body? See your dentist twice a year for a cleaning and checkup. If you need help finding an AmeriChoice dentist or making an appointment, call **1-800-455-2008**.



**1 IN 4 STUDENTS ARE BULLIED.**

## beat THE bullies

### 5 TIPS FOR TALKING ABOUT BULLYING WITH YOUR CHILD

**Bullying takes many forms.** It can be physical, like hitting. It can be verbal, like teasing. It can be emotional, like making another kid feel left out. It can even be electronic, like sending mean text messages.

Being a victim of a bully can cause serious problems. Kids can become very sad and lonely. They might not want to go to school. Some feel sick, or even think about suicide.

Kids who are bullied often don't tell anyone. They might be embarrassed. They might be afraid the bullying will get worse if they tell. What can you do if your child is being bullied? The first step is to talk about it. Here are some tips for talking about bullying:

- 1 **DON'T TELL YOUR CHILD TO IGNORE IT.** That might make him or her think you are going to ignore it.
- 2 **DON'T BLAME YOUR CHILD.** Don't ask what your child did to deserve it.
- 3 **LISTEN TO YOUR CHILD.** Ask questions. Thank him or her for telling you.
- 4 **SUPPORT YOUR CHILD.** Explain that it's not his or her fault. Ask what you can do to help.
- 5 **DON'T TELL YOUR CHILD TO FIGHT BACK.** That often makes things worse.

Once you understand the problem, talk to your child's teacher or principal. Stay calm. Ask how you can help. If nothing changes, talk to the school again.



**STOP IT** Learn how you can stop bullying at [www.stopbullyingnow.hrsa.gov](http://www.stopbullyingnow.hrsa.gov). This website has videos and information for kids, parents and teachers.

# game plan

**It's important to understand how your health plan works.** Knowing this can help you get the most out of your benefits. It can help you avoid having to pay for some of your health care. Read this special insert for information about AmeriChoice. Keep it for future reference.



# MEMBER **rights** AND **responsibilities**

## YOUR RIGHTS

AS A MEMBER OF AMERICHoice, YOU HAVE A RIGHT TO:

- **be cared for with respect**, without regard to health status, sex, race, color, religion, national origin, age, marital status or sexual orientation.
- **be told where, when and how to get the services** you need from AmeriChoice.
- **be told by your PCP what is wrong**, what can be done for you and what will likely be the result — in language you understand.
- **get a second opinion** about your care.
- **give your OK to any treatment** or plan for your care after that plan has been fully explained to you.
- **refuse care** and be told what you may risk if you do.
- **get a copy of your medical record** and talk about it with your PCP, and ask, if needed, that your medical record be amended or corrected.
- **be sure that your medical record is private** and will not be shared with anyone except as required by law, contract or with your approval.
- **use the AmeriChoice complaint system** to settle any complaints, or complain to the New York State Department of Health or the local Department of Social Services any time you feel you are not fairly treated.
- **use the State Fair Hearing system.**
- **appoint someone (a relative, friend, lawyer, etc.)** to speak for you, if you are unable to speak for yourself about your care and treatment.
- **receive considerate and respectful care** in a clean and safe environment free of unnecessary restraints.



## YOUR RESPONSIBILITIES

AS A MEMBER OF AMERICHoice, YOU AGREE TO:

- **work with your PCP** to guard and improve your health.
- **find out how your health care system works.**
- **listen to your PCP's advice** and ask questions when you are in doubt.
- **call or go back to your PCP** if you do not get better; or ask for a second opinion.
- **treat health care staff with the respect** you expect yourself.
- **tell us if you have problems** with any health care staff. Call Member Services.
- **keep your appointments.** If you must cancel, call as soon as you can.
- **use the emergency room only for real emergencies.**
- **call your PCP when you need medical care**, even if it is after hours.



## IF YOU GET A BILL

**AmeriChoice provides a full range of health care services at no cost to you.** You are only responsible for your co-payments. You should not be charged for any approved services offered through AmeriChoice when you get them from an AmeriChoice provider.

You may be asked to pay for services that are not covered by Medicaid, Family Health Plus or AmeriChoice. You cannot be charged for any such service unless you understood and agreed before the care was given that you would pay for it.

- Please call AmeriChoice Member Services at **1-800-493-4647** to speak to a representative if:
  - you get a medical bill.
  - you are asked to pay for a service and you are not sure whether it is covered.
  - you paid a bill and you are seeking reimbursement.



# THE waiting GAME

## HOW LONG YOU SHOULD WAIT FOR AN APPOINTMENT

**No one likes waiting.** Especially when you don't feel well. That's why we ask doctors who participate in AmeriChoice to see patients on time. How fast they should see you depends on why you need the appointment.

To make an appointment, just call your primary care provider (PCP). The doctor's name and phone number are on your ID card. Tell them why you want to see the doctor. We ask providers to see you within the following time frames:

TYPE OF APPOINTMENT	EXAMPLES	APPOINTMENT STANDARDS
Emergency	Chest pain, asthma attack, serious injury	Immediately, or refer to an emergency facility
Urgent	Stomach pain, ear infection	24 hours
Routine symptomatic	Rash, flu, sprain	48-72 hours
Routine asymptomatic	Follow-up visits, blood pressure check	6 weeks
Non urgent/preventive appointment	Checkup, sports physicals	4 weeks
Specialist visit/non urgent	Allergist, dermatologist, rheumatologist	4-6 weeks
Prenatal visits	During 1st trimester During 2nd trimester During 3rd trimester	3 weeks 2 weeks 1 week

If your doctor is not meeting these appointment standards, tell us. Call **1-800-493-4647 (TTY 1-877-486-2048)**, 24 hours a day, seven days a week. Already have an appointment? Don't forget to go. If you need to change or cancel an appointment, call the doctor's office. Try to call at least one day before the appointment.

## BY THE BOOK

### CHECK OUT YOUR MEMBER HANDBOOK

**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).
- your copayments or other ways you pay for your health care.
- 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.
- if, when and how you may need to submit a claim.
- how to find out about participating providers.
- when and how to get routine, after-hours, specialty and emergency care.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.



**GET SMART** You can read the member handbook online at [www.americhoice.com](http://www.americhoice.com). Or, call **1-800-493-4647 (TTY 1-800-486-2048)**. Ask to have a copy mailed to you.

## UM... WE CAN EXPLAIN

**AmeriChoice does utilization management (UM).** All managed care health plans do. It's how we make sure members are getting the right care at the right time and in the right place. If you have questions about UM, you can talk to our staff. Just call toll-free at **1-800-493-4647 (TTY 1-800-486-2048)**. You'll talk to a real UM staff member whose name and job title you will know. If you need to leave a message, someone will call you back.