



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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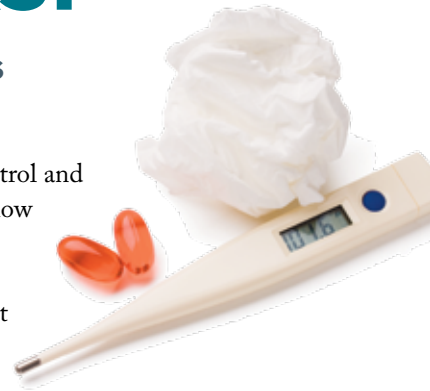
It works!

The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses.
- 5.8 million doctor visits.
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



Get yours. Flu shots are available in many locations. Need to find one that accepts your health plan? Visit MyUHC.com/CommunityPlan or call **1-866-675-1607 (TTY 711)**.

UnitedHealthcare Community Plan of Louisiana
P.O. Box 31341
Salt Lake City, UT 84131-0341

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All in the timing

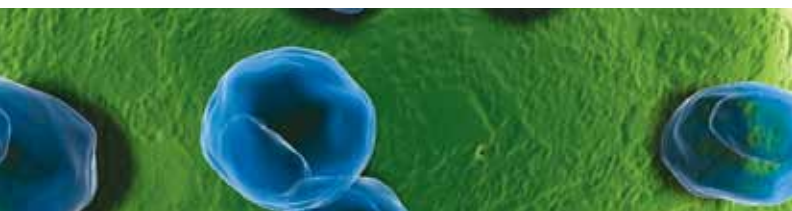
How long should you wait for an appointment?

When you call to make an appointment for your child, tell the office why he or she needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- **EMERGENCY PCP APPOINTMENTS:** immediately
- **URGENT PCP APPOINTMENTS:** within 24 hours
- **NON-URGENT PCP SICK CARE:** within 72 hours, or sooner if the condition deteriorates
- **ROUTINE OR PREVENTIVE CARE PCP APPOINTMENTS:** within 6 weeks
- **MEDICALLY NECESSARY SPECIALIST APPOINTMENTS:** within 2 days of referral
- **URGENT SPECIALIST APPOINTMENTS:** within 3 days of referral
- **ROUTINE SPECIALIST APPOINTMENTS:** within 30 days of referral



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-866-675-1607 (TTY 711)**.



4 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend women and teens age 25 and younger get tested for it each year.
4. Chlamydia can be cured with antibiotics. If not treated, it can cause infertility or other long-term problems.



Did you know?

Generic drugs may look different than brand-name drugs, but they act the same. They have the same active ingredients. They meet the same quality standards. They are just as safe. In fact, the same company that makes the brand-name drug often makes the generic version, too.



Ask your doctor. Contact your doctor to find out if a generic prescription is right for you. For more information on your prescription drug benefits, visit **MyUHC.com/CommunityPlan**.



We care about quality

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-866-675-1607 (TTY 711)**.



We care for you

Our case management program

Our case managers can help you manage your disease or medical condition. They are experienced nurses and social workers. They understand your medical conditions. They will work with you and your doctors to help you get the care you need. Our case managers can help you:

- learn how to take care of yourself.
- find a primary care provider, specialist or urgent care facility.
- make medical appointments.
- get to and from doctor and pharmacy visits.
- arrange for medical supplies and home health care, if needed.
- find community resources and support.
- provide you with information and resources to help you quit smoking.

Case managers can help with the following conditions:

- asthma
- diabetes
- congestive heart failure (CHF)
- chronic obstructive pulmonary disease (COPD)
- coronary artery disease (CAD)
- sickle cell disease
- lung disease
- pregnancy
- high blood pressure
- obesity
- special needs
- any other conditions requiring case management

If your health conditions require additional support, we also have these special programs:

- transplant programs
- end stage renal disease
- neonatal resource services
- diabetes management



Join us. If you have any of these conditions, you can join the case management program. Call **1-866-675-1607 (TTY 711)** for more information.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono.

Để được trợ giúp biên dịch hoặc để hiểu rõ vấn đề này, vui lòng gọi số.

1-866-675-1607 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.

1-877-440-9409 (TTY 711)

State Smoking Quitline Get support to quit smoking.

1-800-QUITNOW (1-800-784-8669)

National Domestic Violence Hotline Get help for domestic abuse.

1-800-799-7233

(TTY 1-800-787-3224)

Healthy First Steps Get pregnancy and parenting support.

1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.

MyUHC.com/CommunityPlan

Text4baby Get text messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English.

Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text4baby.org**.



Partners in Healthy Habits for Life



Everyday activity ideas

You can show your child that moving is something the whole family can do together. When you share your excitement, your child will be more eager to join in, too! Staying active is easier than you think. Check out the tips below for fun, simple ways to include more movement into your family's day.

- **READY, SET, STRETCH!** Get a healthy start doing fun stretches together in the morning.
- **HAVE FUN GOING PLACE TO PLACE.** Instead of walking to the store, encourage your child to jump like a frog or hop like a bunny.
- **TOSS THE TRASH.** Make a ball out of a crumpled page of an old magazine. Encourage your child to throw the ball as far as he can, and run to get the ball.
- **MOVE AND GROOVE TOGETHER.** An easy way to get moving is to turn up the music and dance!



What's next? Check out **sesamestreet.org/healthyhabits** for more tips, videos and tools to help keep your child active.

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