



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058**.



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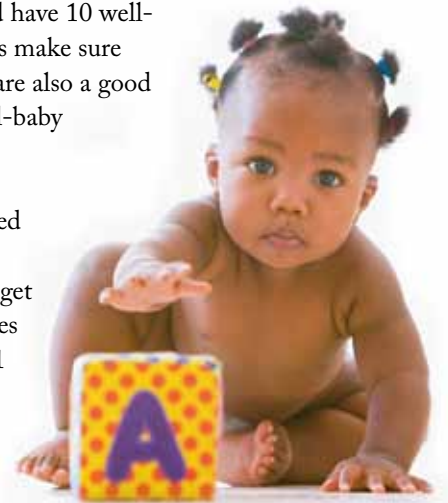
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Grow up strong

Babies need frequent checkups.

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time 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 blood lead tests by ages 1 and 2.
- **SHOTS:** By age 2, your child will get shots for 14 diseases.



Need help? Are you having a hard time getting appointments with your child's doctor? Do you need a ride to medical visits? We can help. Call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your 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 throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI 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 PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at UHCCommunityPlan.com. You may also call Member Services at **1-800-348-4058 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Take charge

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor knows about all the care you have. Here's how you can take charge of your health care:

1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT

before you go. Try to focus on the top three things that you need help with.

2. TELL YOUR DOCTOR ABOUT ANY DRUGS OR VITAMINS you take on a regular basis. Bring a written list. Or bring the medicine itself with you.

3. TELL YOUR DOCTOR ABOUT OTHER DOCTORS you may be seeing. Mention any medications or treatments they have prescribed for you. Ask other doctors you see for reports of their findings. Get copies of any test results. Bring them to your regular doctor the next time you go.

4. WRITE DOWN YOUR SYMPTOMS. Tell your doctor how you feel. Mention any new symptoms and when they started.

5. BRING SOMEONE FOR SUPPORT. He or she can help you remember and write down information.



Don't forget. Remember to bring all of your ID cards to each doctor visit. If you receive a bill from your doctor, call Member Services at **1-800-348-4058 (TTY 711)**.





Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you have the option of going to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



Look here. For your convenience, the name, address and phone number of your primary care provider are listed on your member ID card. Need a new ID card? Call Member Services at **1-800-348-4058**.

WHAT DO YOU THINK?

You may get a survey from us 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. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-877-653-7573 (TTY 711)**.



A is for Asthma™

Tips for understanding your child's asthma

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps families manage their children's asthma.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms.
- Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.



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Get resources.

Download and print "My Asthma Profile" at

sesamestreet.org/asthma.

Fill out the sheet and give a copy to anyone who takes care of your child.



Keep smiling

We have all learned about brushing and flossing our teeth to prevent cavities and gum problems. We also know that sugary drinks and snacks may cause tooth decay. A wise second-grade teacher wanted to help her students take better care of their teeth, so she devised a project. Her tooth decay activity reminds youngsters (and oldsters!) to take better care of their teeth. Here is the exercise:

- 1. USE A DIGITAL CAMERA** or cell-phone to take a "before" picture of each child, smiling and showing their shiny white teeth.
- 2. PRINT EACH CHILD'S PHOTO TWICE.** Have children color the teeth brown in one of the smiles. Use black and brown washable markers to simulate tooth decay and cavities.
- 3. HANG THE PICTURES** to remind your children to brush their teeth more often. You can hang them in the bathroom, by the front door or in the kitchen.
If your children ask if they have to floss and brush all their teeth, the correct response is: "Only those you would like to keep!"