



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



**UnitedHealthcare**<sup>®</sup>  
Community Plan

## BENEFIT UPDATES

Adult HealthChoice members now have prescription drug copayments of \$1 for generic drugs and \$3 for brand-name drugs. Copayments do NOT apply to birth control, pregnant women or members age 20 and younger. Copayments for Primary Adult Care (PAC) members are \$2.50 for generic drugs and \$7.50 for brand-name drugs.

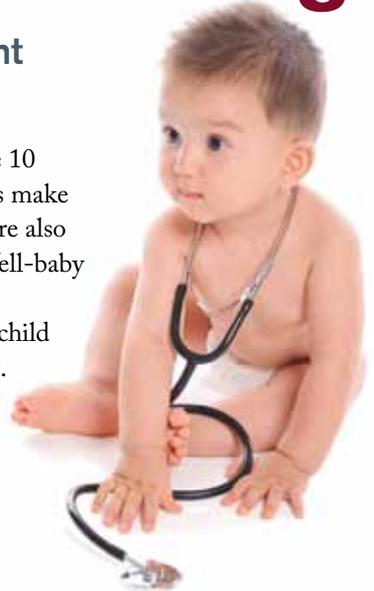
Adult HealthChoice and PAC members also no longer have benefits for dental care. Children age 20 and under and pregnant women can continue to use the Maryland Healthy Smiles Program for dental care.

## 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 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 **1-800-318-8821 (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](http://UHCCommunityPlan.com). You may also call Member Services at **1-800-318-8821 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## Ask Dr. Health E. Hound

### Q. How can I tell if my child is a healthy weight?

**A.** Ask the doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex. These numbers tell you if your child's weight is healthy.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.



**Find Dr. Right.** Need to find a new doctor for your child? Use our provider directory at [UHCCommunityPlan.com](http://UHCCommunityPlan.com). Or, call Member Services at **1-800-318-8821 (TTY 711)**.



# Know your options

## How you can avoid the emergency room

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

### WHEN CAN THE PRIMARY CARE PROVIDER (PCP) TREAT YOUR CHILD?

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

### WHEN SHOULD YOU TAKE YOUR CHILD TO URGENT CARE?

If you cannot get in to see your doctor, you could go 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 TAKE YOUR CHILD TO THE EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your child's 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.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for medical problems. The nurse can help you decide the best place to get care for your child's illness or injury. Call NurseLine 24/7 at **1-877-440-0251 (TTY 711)**.

**One in five children has visited a hospital emergency room in the past 12 months.**



## 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 your health plan better.



# 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](http://sesamestreet.org/asthma).

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



## Resource corner

**UnitedHealthcare Member Services: 1-800-318-8821**

**24/7 NurseLine: 1-877-440-0251**

**United Behavioral Health: 1-888-291-2507**

**Public Mental Health System (MAPS-MD): 1-800-888-1965**

**Transportation: 1-800-318-8821**

**Healthy First Steps: 1-800-599-5985**

**Department of Social Services: 1-800-332-6347**

**State HealthChoice Enrollee Action Line: 1-800-284-4510**

**Maryland Healthy Smiles Dental Program: 1-888-696-9596**

**UnitedHealth Group fraud hotline: 1-866-242-7727**

**HealthChoice fraud hotline: 1-866-770-7175**

**Interpreter Services:** If English is not your native language, please call Member Services to request an interpreter for your medical visits.

## KNOW WHERE TO GO.

It's always best to see your PCP for routine or well-child care. If you have a more serious illness or injury and your PCP isn't available, go to an urgent care center. For life-threatening problems, call **911** or go to the nearest hospital emergency room.



**It's close to home.** You can search for a Minute Clinic near you at **minuteclinic.com**.

## CONVENIENT CARE

UnitedHealthcare Community Plan has recently expanded its provider network. It now includes a retail walk-in clinic chain. Members older than 19 months can go to a Minute Clinic in CVS. It is a good option if you cannot see your primary care provider (PCP). These clinics provide services such as:

- care for minor illnesses
- care for skin conditions
- checking on chronic conditions
- adult vaccinations
- pregnancy testing

These clinics are staffed by nurse practitioners or physician assistants. They have evening and weekend hours. You do not need an appointment. If you have an office visit copayment, you will pay the same amount for retail clinic visits.

## ATENCIÓN CONVENIENTE

Recientemente, UnitedHealthcare Community Plan ha ampliado la red de proveedores. Ahora incluye una cadena de clínicas al detalle que no requieren cita. Los miembros mayores de 19 meses pueden ir a una clínica Minute Clinic en CVS. Son una buena opción si no puede ver a su proveedor de atención primaria (PCP, por sus siglas en inglés). Estas clínicas ofrecen servicios, como:

- atención de enfermedades menores
- atención de afecciones dermatológicas
- control de enfermedades crónicas
- vacunas para adultos
- pruebas de embarazo

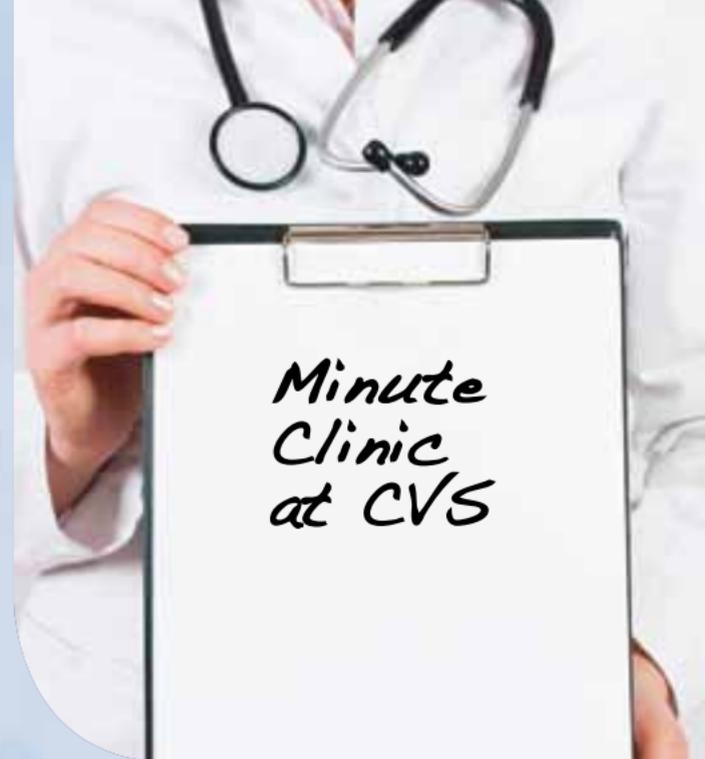
Estas clínicas cuentan con profesionales de enfermería o auxiliares médicos. Tienen horario nocturno y los fines de semana. No necesita una cita. Si tiene que pagar un copago por visitas al consultorio, pagará la misma cantidad por las visitas a las clínicas al detalle.

## SEPA A DÓNDE IR.

Siempre es mejor visitar a su PCP para atención de rutina o visita de niño sano. Si tiene una enfermedad o lesión más grave y su PCP no está disponible, visite un centro de atención de urgencia. En caso de problemas potencialmente mortales, llame al **911** o acuda a la sala de emergencias del hospital más cercano.



**Está cerca de casa.** Puede buscar una clínica Minute Clinic cercana a su domicilio en **minuteclinic.com**.



Convenient care

ATENCIÓN CONVENIENTE

THE PROVIDER NETWORK NOW  
INCLUDES MINUTE CLINIC AT CVS.

LA RED DE PROVEEDORES AHORA  
INCLUYE MINUTE CLINIC EN CVS.