



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



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## On the move?

If you move or change your phone number, we need to know. If we don't know how to reach you, we can't tell you about benefit changes. You won't get your renewal notice if we don't have your correct address. If you move out of state, we can help you learn how to get benefits in your new state.

You will need to provide proof of the change. Proof could include documents dated within the past 6 months, such as:

- a lease, letter or rent receipt from your landlord.
- a utility bill with your address.
- a driver's license.



**i Here's how.** Medicaid/FHP members need to tell their local Department of Social Services or New York City Human Resources Administration about address or phone number changes. You may need to provide proof in person. Child Health Plus members need to write to UnitedHealthcare Community Plan, sending proof of the change. The address is: UHC Community Plan, Enrollment Department, 4316 Rice Lake Road, Duluth, MN 55811-9924.

New York, NY 10268

UnitedHealthcare Community Plan  
P.O. Box 1037

United Health Group  
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## Lock and key

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We get and keep PHI and FI verbally, in writing and electronically. We use this information to run our business. It helps us provide products, services and information to you.

We guard your PHI and FI closely. We have physical and electronic safeguards. We also 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 online at [www.uhcommunity](http://www.uhcommunityplan.com)

**plan.com.** You may also call member services at **1-800-493-4647 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Need care now?

### Know your options to 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.

#### 1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even 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 when the office is closed. There will be a message telling you how to reach a doctor after hours.

#### 2. WHEN SHOULD YOU GO TO URGENT CARE?

If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses or injuries. They can perform some kinds of medical tests. Many urgent care centers are open at night and on weekends.

#### 3. 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.



**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems. The nurse can also help you decide if you can wait to see your primary care provider or if you should seek immediate care. Call NurseLine 24/7 at **1-877-440-0251 (TTY 711)**.

# 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. 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 doctor 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	9 months
1 month	12 months
2 months	15 months
4 months	18 months
6 months	24 months



**Take the first step.** UnitedHealthcare has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women can join.

See [www.uhccommunityplan.com](http://www.uhccommunityplan.com) or call **1-800-599-5985** to learn more about Healthy First Steps.

## TECH TALK

We provide benefits for proven medical care. Sometimes new tests, treatments or medications become available. The FDA or other government experts may approve them. If they are approved, we will review them. A committee will learn about them. It will find out if they are safe and effective. It will then decide if these services will be covered benefits.



## 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 confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.



**Get results.** If you would like to see the results of previous surveys, visit [www.uhccommunityplan.com](http://www.uhccommunityplan.com).

Or, call member services at **1-800-493-4647 (TTY 711)** to ask us to mail you a copy.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint.  
**1-800-493-4647 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse.  
**1-877-440-0251 (TTY 711)**

**United Behavioral Health** Get help for mental health or substance abuse problems.  
**1-888-291-2506 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support.  
**1-800-599-5985 (TTY 711)**

**Fraud Hotline** Report fraud, waste and abuse.  
**1-866-242-7727 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.  
**[www.uhcommunityplan.com](http://www.uhcommunityplan.com)**

**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 **[www.text4baby.org](http://www.text4baby.org)**.

# What's yours?

## 7 reasons to quit smoking

If you are a smoker, quitting is the most important thing you can do for your health and the health of your family members. Thinking about your reasons for quitting can be the first step on the path to better health.

- 1. SAVE MONEY.** Smoking a pack a day in New York City costs more than \$4,000 a year. After quitting for just one month, a pack per day smoker will have saved enough money to buy a new flat-screen TV!
- 2. FEEL BETTER.** Get rid of your cough, breathe easier, have more energy and stop feeling sick all the time.
- 3. LOOK BETTER.** Quitters have younger-looking skin and whiter teeth.
- 4. SMELL BETTER.** You will smell better and so will your breath. Your hair, clothes, car and home won't stink either.
- 5. HAVE A HEALTHY BABY.** Babies of women who smoke are more likely to be sick or die, and to be born too small or too soon.
- 6. HAVE BETTER SEXUAL AND REPRODUCTIVE HEALTH.** Men who smoke can have trouble getting and keeping an erection. Women who smoke have more difficulty getting and staying pregnant.
- 7. STOP FEELING LIKE AN OUTCAST.** There are fewer and fewer places where smoking is allowed. Most New York City smokers have already quit. You can, too.



**It's quitting time.** To find out more about quitting cigarettes or how to take the next step, call the New York State Smokers' Quitline at **1-866-NY-QUITS (1-866-697-8487)**. Or, see their website at **[www.nysmokefree.com](http://www.nysmokefree.com)**.

