The Key To a Good Life Is A Great Plan

HealthTALK

Oh, baby!

Prenatal care is important.

Did you know that without prenatal care, babies are 3 times more likely to be born too small? They are also 5 times more likely to die than babies whose mothers get regular prenatal care.

If you are pregnant, it’s important to get early and regular prenatal care. It can help keep you and your baby healthy. You will get your weight, blood pressure and urine checked at each visit. You will listen to your baby’s heartbeat. You will have tests to catch problems early.

Take the first step. UnitedHealthcare Community Plan has a program that can help your baby get a good start in life. It’s called Healthy First Steps. All pregnant women can join. See www.uhccommunityplan.com or call 1-800-599-5985 (TTY 711) to learn more.

How Are We Are Doing?

We are working hard to be the best health plan possible. Our goal is to be tops in member service. We welcome your feedback. The next time you call member services, please take the survey at the end of the call. A few minutes of your time will help us help you. Thanks for choosing UnitedHealthcare Community Plan.
Under control

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you’re doing. Have you gotten these tests recently?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. It tells you how well your treatment is working. Get this test 2 to 4 times per year.

- **HDL (GOOD) CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. HDL should be more than 40 for men and 50 for women. Get this test once a year.

- **KIDNEY FUNCTION:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.

- **DILATED EYE EXAM:** High blood sugar can cause blindness. In this test, special eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you notice them. Get this test once a year.

We make it easy.

These tests are covered benefits. If you need help making an appointment or getting to the doctor, call member services at 1-800-587-5187 (TTY 711).

Questions on UM?

Call member services at 1-800-587-5187 (TTY 711) toll-free. Ask to speak to someone in utilization management. We will explain how UM works and what it means for your care.

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Ask Dr. Health E. Hound

Q. How can my child stay safe on a bicycle?

A. As the weather gets warmer, it’s fun to be active outdoors. Riding a bike is a great way to get around. It’s good exercise, too. Make every ride a safe ride with these tips.

1. **WEAR A HELMET.** Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Use only helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet every time he or she rides.

2. **TEACH TRAFFIC SAFETY.** Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell him or her to ride on the right side, with traffic, and obey traffic signs and signals.

3. **USE RIGHT-SIZED BIKES.** Don’t buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of his or her feet on the ground.

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Stay safe. Learn more about bicycle safety for kids at www.healthychildren.org. Type “bicycle safety” in the search box.
The HPV vaccine

Human papillomavirus (HPV) is the most common sexually transmitted infection. It causes genital warts. Most of the time, it is not serious. But sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and oral cancers in both men and women.

There is a vaccine for HPV. At first, it was just given to girls. Now, it’s also recommended for boys. The vaccine works best when given before teens become sexually active. Children should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of 3 shots. Ask about it at your pre-teen’s next checkup.

TESTING FOR TODAY

In the future, the HPV vaccine will prevent most cases of cervical cancer. But it wasn’t available when today’s adults were pre-teens.

In the meantime, women should get screened for cervical cancer with Pap tests. It’s a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

Pap tests are recommended for women age 21 and over. Ask your doctor how often you should be tested.

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:

- your member rights and responsibilities.
- our privacy policy.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- the benefits and services you have.
- the benefits and services you don’t have (exclusions).
- how to find out about participating providers.
- how your prescription drug benefits work.
- 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 voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.

Get smart. You can read the member handbook online at www.uhccommunityplan.com. Or call member services at 1-800-587-5187 (TTY 711) to have a copy of the handbook mailed to you.
Sleep safely

Know the new crib safety rules.

Last year, the government made new rules about cribs. These rules make cribs safer for babies. The new cribs don’t have drop sides. They have stronger slats and mattress supports. They have better hardware. They are tested more thoroughly.

If you have a crib sold before June 28, 2011, it might not be safe. Check to see if it has been recalled at www.cpsc.gov. Make sure there are no loose, missing or broken parts.

If you have a drop side crib, you might be able to make it safer. There are kits that keep the sides from moving. Call the company that made your crib to find out about them.

Don’t give, sell or donate your old crib to someone else. If you are buying or borrowing a new or used crib, make sure it meets the new safety standards.

Good night. You can help prevent sudden infant death syndrome (SIDS). Place your baby to sleep on his or her back. Don’t put anything soft in the crib, like blankets or pillows. Use a firm, tight-fitting mattress.
Take charge

Make the most of your doctor’s visit.

Have you ever left the doctor’s office after a visit and couldn’t remember what you talked about or what you were supposed to do? You are not alone! Following these tips can help you better understand and take care of your own and your family’s health care needs. Here’s how you can take charge:

PREPARE FOR YOUR VISIT.

- Think about what you want to get out of the visit (a diagnosis, a referral to another doctor, relief of symptoms, specific information).
- Try to focus on the top three things that you need help with.
- Tell your doctor about any drugs or vitamins you take on a regular basis. Bring them with you if you can.
- Write down and tell your doctor how you feel. Tell your doctor about any new symptoms and when they started.
- Bring someone for support and to help you remember and write down information.

ASK QUESTIONS.

- Ask your most important question first.
- Take notes or have a friend take notes.
- Ask the doctor to speak slowly and explain things in a way that you understand.
- Ask about medications and side effects and what to do if you are not feeling better.
- Call the doctor’s office immediately if you have more questions.

DON’T LEAVE UNTIL YOU KNOW WHAT YOU ARE SUPPOSED TO DO.

- Write down instructions before you leave the office (or the doctor might do this for you).
- Ask for information about your medications, treatment or condition.
- Make an appointment for another visit (within the next day or two) if you need more time with the doctor.

TIME FOR HEALTH

When you call your primary care doctor’s office, be sure to tell them about the kind of services that you need. If they know what you need, they will know how quickly you should get an appointment. Here’s what you should expect:

- Emergencies should be seen immediately.
- Urgent cases should be seen within 48 hours.
- Routine visits (follow-up care) should be seen in 10 days.
- Well-care visits (annual checkups and immunizations) should be scheduled within 6 weeks.

RIGHT AT HOME

When you go to the same place for most of your healthcare, it’s called a medical home. Make your primary care provider’s (PCP) office your medical home. Your PCP will provide or coordinate all your healthcare. If you need tests or treatments that your PCP cannot provide, your PCP will refer you for this care.

Having a medical home helps you and your PCP get to know each other. When your PCP knows you and your medical history, he or she can provide the best care for your needs.

Find Dr. Right. You should feel comfortable with your PCP. If you are not, choose a new one. To see a list of participating providers, see www.uhcommunityplan.com. Or call 1-800-587-5187 (TTY 711) to ask for a directory.
UnitedHealthcare and Sesame Workshop, the nonprofit organization behind Sesame Street, have teamed up to create Lead Away! This is an initiative that provides families with information on lead testing and lead poisoning prevention practices.

Make sure your whole family knows these simple steps to stay safe from lead.

1. **Stay Away from Dust.** Let your child know that it’s important to stay away from dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.

2. **Leave Your Shoes at the Door.** Explain to your child that having family and visitors take their shoes off at the door will help keep lead away from your home. It’s an easy way to make sure that dirt and dust stay outside.

3. **Wash Your Hands Before You Eat.** Show your child how to wash his or her hands well with soap and warm water by washing yours at the same time. Together, wash your hands for at least 20 seconds. Try singing “Twinkle, Twinkle, Little Star” and keep scrubbing until you’re done!

A blood test can help you find out if your child has any lead in his or her body. It’s important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested at ages 1 and 2.

Learn about lead! Visit sesame street.org/lead for more information. Download a Lead Away! wallet card plus a special activity for kids!