3 TIPS FOR QUITTING SMOKING

1 Talk to your doctor. Ask about medicines or nicotine replacement.

2 Make a plan. Choose a quit date. Decide what tools you will use to help you quit.

3 Get support. Call your state’s Quit Line at 1-800-QUIT-NOW. Join a group at a clinic, hospital or community center. Follow an online program at www.smokefree.gov or another website.

YOU AND YOUR DOCTOR

When you go to the same place for most of your health care, it’s called a medical home. Make your primary care provider (PCP)’s office your medical home. Your PCP will provide or coordinate all your health care. 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.
GET YOUR BABY TESTED FOR LEAD

Babies love to put things in their mouths. It’s one way they explore their world. But this habit puts them at risk for lead poisoning. Even small amounts of lead can be dangerous. Here are two ways to keep your baby safe:

1 AVOID LEAD. There can be lead in dust, dirt and old paint, especially in older homes. Keep your home clean. Be careful with painted or metal toys or canned food made in other countries. Let tap water run for a minute before drinking it or cooking with it.

2 LEAD TEST. Have your baby tested for lead at 1 and 2 years old or when your doctor recommends. Lead poisoning can be treated when caught. Lead testing is a covered benefit.

1 in 20 pre-schoolers have high lead levels.

THE ABC’S OF HEART DISEASE WITH DIABETES

People with diabetes are two to four times more likely to get heart disease than people without diabetes. That’s why it’s so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABC’s of heart disease and diabetes:

A IS FOR A1C. This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

B IS FOR BLOOD PRESSURE. Three-quarters of adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor’s visit. Your blood pressure should be below 130/80 mmHg.

C IS FOR CHOLESTEROL. Your LDL (“bad”) cholesterol should be under 100 mg/dL. Your HDL (“good”) cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it’s high, it should be checked more often while you work to control it.

DIABETIC? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call 1-800-672-2156 (TTY 711) to learn about these programs.
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.
- 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.
- your copayments or other ways you pay for your health care.
- 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.uhcommunityplan.com. Or call 1-800-587-5187 (TTY 711) to have a copy of the handbook mailed to you.

3 TIPS FOR MORE ACCURATE PAP TESTS

1. Try not to schedule your appointment for a time when you have your period.
2. Do not have sex for 48 hours before your appointment.
3. Do not douche or use tampons or vaginal creams 48 hours before your appointment.
Sometimes women get diabetes when they are pregnant. This is called gestational diabetes. It causes women to have too much sugar in their blood. It generally goes away after the baby is born.

If you are pregnant, your doctor will order a test for gestational diabetes. You should have the test when you are 24–28 weeks pregnant. Most women with gestational diabetes have healthy babies. But there are some risks:

- Your baby could be larger than normal when born. You might need a c-section to deliver a very large baby.
- Your baby could be born with low blood sugar or jaundice.
- Your baby may have a higher risk of obesity and diabetes.
- You may be at risk for type 2 diabetes when you get older.

Managing gestational diabetes well can help lower these risks. Be sure to follow your doctor's advice.

**HEALTHY FIRST STEPS** Pregnant? UnitedHealthcare has a program that can help you. It’s called Healthy First Steps. You can get rewards for getting care on time. See [www.uhccommunityplan.com](http://www.uhccommunityplan.com) or call 1-800-599-5985 (TTY 711) to see how you can join.
YOU AND YOUR

doctor
MAKE YOUR PRIMARY CARE PROVIDER
YOUR PARTNER IN HEALTH

USTED Y SU
médico
CONVIERTA A SU PROVEEDOR DE ATENCIÓN
PRIMARIA EN SU SOCIO DE SALUD
Call Member Services: 1-800-587-5187

Other Important Numbers

- CARE MANAGEMENT staff is available on site in Rhode Island. To see if you are eligible for one of our case management programs or to speak with a case manager, call us at 1-800-672-2156.

- Call UNITED BEHAVIORAL HEALTH at 1-800-435-7486 (TTY 1-800-486-7914) for information about mental health and substance abuse treatment.

- For advice and help to QUIT SMOKING, call 1-800-TRY-TO-STOP (1-800-879-8678, or TTY 1-800-833-1477) to reach the Try-To-Stop Tobacco Resource Center. Information is also available on their website at www.makesmokinghistory.org.

For More Information Call member services at 1-800-587-5187 (hard of hearing dial 711). Information and materials are also on our website at www.uhccommunityplan.com.

Llámenos

SERVICIOS PARA MIEMBROS: 1-800-587-5187

Otros Números Importantes

- El personal de GESTIÓN DE CASOS está disponible in situ en Rhode Island. Para ver si usted es elegible para uno de nuestros programas de gestión de casos o para hablar con un gerente de casos, llámenos al 1-800-672-2156.

- Llame a SALUD DEL COMPOR- TAMIENTO DE UNITED al 1-800-435-7486 (TTY 1-800-486-7914) para pedir información sobre tratamiento para salud mental y abuso de sustancias.

- Para asesoría y ayuda para DEJAR DE FUMAR, llame al 1-800-TRY-TO-STOP (1-800-879-8678, o TTY 1-800-833-1477) para comunicarse con el Try-To-Stop Tobacco Resource Center (Centro de Recursos para Tratar de Dejar el Tabaco). También hay información disponible en el sitio web en www.makesmokinghistory.org.

on time
GETTING ACCESS TO THE CARE YOU NEED
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 six weeks.

HOW TO 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.

dr. right
HOW TO FIND A PROVIDER
Do you need a new provider? There are two ways to find one.
1. Go to our website at www.uhccommunityplan.com. In the Member Section you will see our Find a Doc Searchable Directory. Click there and then choose what specialty you are looking for and how far you are willing to travel.
2. Call member services at 1-800-587-5187 (TTY 711). We are here to assist you 7 days a week, 24 hours day. We can mail you an up-to-date provider directory. We can also help you choose a provider over the phone.