



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



UnitedHealthcare® is now



UnitedHealthcare®

Community Plan

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Just joining us?

3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.

Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.

2. VISIT YOUR PRIMARY CARE PROVIDER (PCP). Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your ID card.

3. COMPLETE A HEALTH ASSESSMENT. It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



We're here to help. Call Member Services at **1-800-641-1902 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.

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Ask Dr. Health E. Hound

Q. How can I keep my child safe at home?

A. You can prevent childhood accidents at home with these tips:

- 1. WINDOW SAFETY:** Prevent falls from windows by keeping windows locked when possible. Make sure that screens and window fans or air conditioners are securely attached. Install window guards if necessary. Keep cords from blinds out of reach of children.
- 2. TOY SAFETY:** Check cpsc.gov regularly for recalls of toys and children's products. Recalled items may be dangerous. Make sure you buy toys appropriate for your child's age. If a small toy can fit in a toilet paper tube, a child can choke on it.
- 3. FIRE SAFETY:** Install a fire alarm and carbon monoxide detector on every floor of your house. In apartments, put alarms in the kitchen and near the bedrooms. Replace the batteries when you change the clocks for daylight saving time.



THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM? Call **1-800-284-0626 (TTY 711)** toll-free. Ask to speak with someone in

Utilization Management. We will explain how UM works and what it means for your care.



A family affair

The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.

There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and people of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



See your PCP. Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services at **1-800-641-1902 (TTY 711)**. Or, use our online provider directory at **UHCommunityPlan.com**.

Sweet heart

The ABCs of heart disease with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABCs 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. Many 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.



Are you diabetic? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call **1-877-367-1763 (TTY 711)**, ext. **65057**, to learn about these programs.

Get smart

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about participating providers.
- what to do if you need care when you are out of town.
- where, when and how to get primary, after-hours, specialty, hospital and emergency care.
- what charges you may be responsible for.
- advance directives.
- your member rights and responsibilities.
- our privacy policy.
- if, when and how you may need to submit a claim.
- direct access services.
- 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.
- how to report fraud and abuse.



By the book. You can read the Member Handbook online at **UHCCommunityPlan.com**. Or call Member Services at **1-800-641-1902 (TTY 711)** to have a copy of the handbook mailed to you.



Resource corner

Member Services If you do not speak English, Member Services will connect you with an interpreter.

1-800-641-1902 (TTY 711)

NurseLine Get advice from a nurse, including help deciding the best place to get care, 24/7.

1-877-543-4293 (TTY 711)

Magellan Behavioral Health

1-800-424-0333 (TTY 711)

Block Vision

1-800-879-6901

Transportation Services

1-855-230-5353 (TTY 711)

Care Management Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.

1-877-367-1763 (TTY 711), ext. 65057

Healthy First Steps

1-800-599-5985 (TTY 711)

Diaper Rewards Program

1-888-303-6163 (TTY 711)

Text4baby Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at text4baby.org.

Our website

UHCCommunityPlan.com



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This initiative gives families information on lead testing and how to prevent lead poisoning.

Learning about lead can help your whole family stay healthy. Lead might not be something you can easily see, but everyone in your family can work together to keep the lead away.

Lead is a kind of metal that can be found in some common items. If lead gets into the body, it can make people sick, especially young children whose bodies are growing. When lead gets into the body, it is called lead poisoning. Knowing where lead can be found is the first step in keeping it away.

Lead might be found in:

- dust
- soil
- peeling paint
- old pipes
- old ceramic or pewter cookware
- some toy jewelry and amulets
- some imported cosmetics, toys and crayons

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 before ages 1 and 2.



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



Partners in Healthy Habits for Life

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