

THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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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.

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Houston, TX 77036



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 **1-888-887-9003 (TTY 711)**.

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.



Stay safe. Learn more about bicycle safety for kids at www.healthychildren.org. Type "bicycle safety" in the search box.



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 doctors and pharmacists perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM?

Call member services at **1-888-887-9003 (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.



By the book

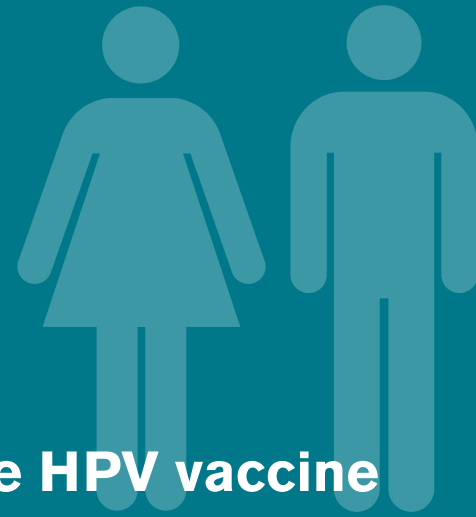
Check out your member handbook.

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.
- your copayments or other ways you pay for your healthcare.
- 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 **1-888-877-9003 (TTY 711)** to have a copy of the handbook mailed to you.



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.



Need a new doctor? See our provider directory at www.uhccommunityplan.com or call member services at **1-888-887-9003 (TTY 711)**.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-888-877-9003 (TTY 711)

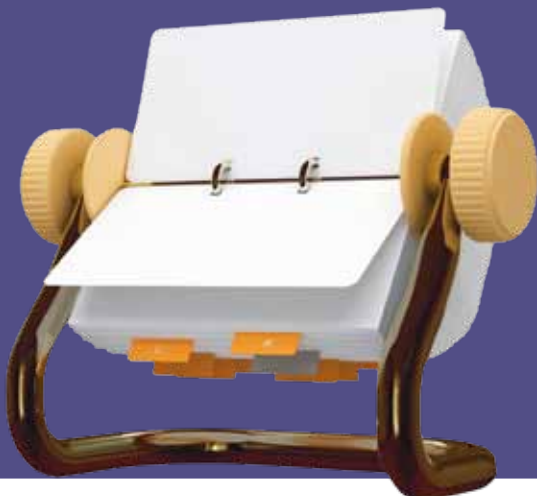
NurseLine Get 24/7 health advice from a nurse.
1-877-839-5407 (TTY 711)

United Behavioral Health Get help for mental health or substance abuse problems.
1-866-302-3996 (TTY 711)

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

Our website Use our provider directory or read your member handbook.
www.uhccommunityplan.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**.



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 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 **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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¡VOLTEE PARA ESPAÑOL!

Team players

How a member advocate can help you

There are many people who take care of our members. But there is one group who works extra closely with you. They are our member advocates. They provide the best level of service.

Member advocates try to enhance your care. Their goal is to help you live a healthier life. But they also go the extra mile by placing you at ease. They help you understand your healthcare. They resolve your concern or issue as quickly as possible.

If you need help, our member advocates can give you support. They look at your individual needs. They let you know you are not alone. They take care of the smallest details.

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Need this information in Braille, large print, audio or in another language? Call member services at **1-888-887-9003 (TTY 711)**.

 **UnitedHealthcare**[®]
Community Plan

Member advocates know about all areas of healthcare. They can help you:

- maintain or renew your membership
- choose a primary care provider that meets your cultural and language needs
- find specialists, hospitals and other providers
- get covered services
- change your primary care provider
- file a complaint
- make a name or address change
- get a ride to the doctor
- get an interpreter

Our member advocates can speak with you in English or Spanish. They can also get you help in other languages. They will connect you to the AT&T Language Line.



Call your advocate. Reach your local member advocate at **1-888-887-9003 (TTY 711)**.

CARE WITHOUT BARRIERS

You have the right to barrier-free care. This means being able to speak with your providers. It also means getting into your provider's office when you need to. That includes the right to:

- call a provider 24 hours a day, 7 days a week. Someone can always help you get emergency or urgent care.
 - get medical care in a timely manner.
 - be able to get in and out of a healthcare provider's office. This includes barrier-free access
- for people with disabilities or limited mobility. The Americans with Disabilities Act guarantees this right.
 - have interpreters. They can help during appointments with your providers or when talking to your health plan. Interpreters can speak in your native language. They can also help if you have disability that makes it hard for you to speak or understand.
 - be given information you can understand about your health plan. This includes rules, the services you can get and how to get them.



Need an interpreter? Interpreters can meet you at your doctor's office. They can help you talk to your doctor face-to-face in the language you prefer. If you need an interpreter or need help making an appointment with a provider, call member services at **1-888-887-9003 (TTY 711)**. Call as soon as you make your appointment or at least 24 hours in advance.