



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



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## Grow up strong

### Babies need frequent checkups.

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time 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.
- **SHOTS:** By age 2, your child will get shots for 14 diseases.



**Need help?** Are you having a hard time getting appointments with your child's doctor? Do you need a ride to medical visits? We can help. Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

# Your privacy

## How we protect your information

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

We protect oral, written and electronic PHI and FI throughout our business. We 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 call Member Services toll-free at **1-888-887-9003 (TTY 711)** to ask us to mail you a copy of our privacy policy. If we make changes to the policy, we will mail you a notice.

## Take charge

Preparing for your doctor's visit can help you get the most out of it. So can making sure your doctor knows about all the care you have. Here's how you can take charge of your health care:

### 1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT

before you go. Try to focus on the top three things that you need help with.

### 2. TELL YOUR DOCTOR ABOUT ANY DRUGS OR VITAMINS

 you take on a regular basis. Bring a written list. Or bring the medicine itself with you.

### 3. TELL YOUR DOCTOR ABOUT OTHER DOCTORS

 you may be seeing. Mention any medications or treatments they have prescribed for you. Ask other doctors you see for reports of their findings. Get copies of any test results. Bring them to your regular doctor the next time you go.

### 4. WRITE DOWN YOUR SYMPTOMS.

 Tell your doctor how you feel.

Mention any new symptoms and when they started.

### 5. BRING SOMEONE FOR SUPPORT.

 He or she can help you remember and write down information.

**Check out checkups.** Checkups aren't just for kids. They can help adults stay healthy, too. See your doctor once a year for a well visit. You will get any tests or shots you need. Your doctor can look for problems that often don't have symptoms.



# Know your options

## How you can 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.

### WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. Your doctor can take care of conditions such as asthma and ear, urinary tract and upper respiratory infections. You might 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 at night or on weekends.

### WHEN SHOULD YOU GO TO URGENT CARE?

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

### 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 help you decide the best place to get care for your illness or injury. Call NurseLine toll-free at **1-877-839-5407 (TTY 711)**. You can also call NowClinic toll-free to talk to a doctor 24/7 at **1-855-634-3571 (TTY 711)**. Doctors may diagnose your condition by phone and prescribe medications if needed.

**For every 100 people, 45 visits are made to hospital emergency rooms each year.**



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



# A is for Asthma™

Tips for understanding your child's asthma

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps families manage their children's asthma.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms.
- Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.



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### Get resources.

Download and print "My Asthma Profile"

at [sesamestreet.org/asthma](http://sesamestreet.org/asthma). Fill out the sheet and give a copy to anyone who takes care of your child.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint (toll-free). **1-888-887-9003 (TTY 711)**

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

**NowClinic** Doctors may diagnose conditions and prescribe medication (if appropriate) day or night, by phone (toll-free). **1-855-634-3571 (TTY 711)**

**United Behavioral Health** Get help for mental health or substance abuse problems (toll-free). **1-888-872-4205 (TTY 711)**

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

**Our website** Use our provider directory or read your Member Handbook. **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 [text4baby.org](http://text4baby.org).