



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at 1-800-348-4058 (TTY 711).



UnitedHealthcare®
Community Plan

DID YOU KNOW?

You should start using sunscreen on babies when they are 6 months old. For younger babies, keep skin covered with light clothing and a wide brimmed hat. Use the canopy on the stroller or car seat to provide shade.



Kick the habit

Stop smoking before it starts

The health risks of smoking are well known. Yet kids are still picking up the habit. Talk to your children about smoking. Set clear rules. You can help keep them from starting. Here are some facts from the Centers for Disease Control and Prevention:

- Nine out of 10 adults who smoke started under the age of 18. And 99 percent started by 26 years old.
- Every day about 2,100 kids become regular smokers.
- 6.7 percent of middle school students and 23.3 percent of high school students use tobacco products.
- Between 2011 and 2012, use of electronic cigarettes by middle and high school students doubled.
- 5.6 million of today's young smokers will eventually die due to smoking-related illnesses.



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Who pays?

Tell the pharmacy about your other insurance plans.

CRS is a specific benefit. It covers medicine for specific illnesses. CRS will pay for those medications if there are no other insurance plans. Someone on CRS may have Medicare benefits. If that happens, they must have a Medicare Part D drug plan.

In addition, the CRS member may have other private insurance, usually from the parents' job. For these members, the pharmacy will process the medication through that insurance first. CRS, Medicaid or Medicare will cover the copays. If a CRS member has other insurance of any kind, it is important to tell the pharmacist.

If a medication is not covered, it may need a prior authorization. The pharmacist will help coordinate with the provider. They will work to get that medication covered or choose a different one that will work.

 **Questions?** Please call Member Services at **800-348-4058**.


A great value

Introducing the Arizona Value Pharmacy Network

On March 17, 2014, UnitedHealthcare Community Plan introduced the Arizona Value Pharmacy Network. This network gives you access to hundreds of convenient pharmacy locations around the state. The Value Pharmacy Network includes, but is not limited to, the following popular retailers:

- Walgreens
- Fry's Food and Drug
- Safeway
- Rite Aid
- Medicine Shop
- Target
- Wal-Mart



 **It's listed.** Get a complete list of network pharmacies. Visit **MyUHC.com/CommunityPlan**. Select "Find a Provider" then "Find a Pharmacy." Or, call Member Services at **1-800-348-4058**.

Let's get physical

Beginning March 1, 2014, AHCCCS added a new outpatient physical therapy benefit. It's for adult members 21 years of age or older. This new benefit will cover 15 outpatient physical therapy visits. They must be needed to *keep* a level of function or help *get to* a level of function. Before this change, physical therapy was only allowed when it could *restore* a level of function. The 15 outpatient physical therapy visits are covered during each benefit year.



Questions? Need to know more about coverage of outpatient physical therapy? Call Member Services at **1-800-348-4058 (TTY 711)**.



Finding Dr. Right

Make your child's PCP a partner in health.

When your child joined the health plan, you chose a primary care provider (PCP). The PCP will provide or coordinate all your child's health care. If your child needs tests or treatments that the PCP can't provide, he or she will give you a referral.

You should feel comfortable with your child's PCP. If you are not, choose a new one. Think about what you want in a PCP for your child. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours. Or need one located near public transportation.

There are different types of doctors who are PCPs:

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's health care.
- **PEDIATRICIANS** treat children from birth through the teen years.
- **OB/GYNs** provide women's health care. Teenage girls can choose one in addition to their PCP. They provide birth control and STD testing. They also provide prenatal care and deliver babies.



What's your type? For a list of participating providers, see MyUHC.com/CommunityPlan.



POSITIVELY

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breastfeed their babies. This treatment has reduced the number of babies born with HIV. Today, only a few babies are born with HIV in the United States each year.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit MyUHC.com/CommunityPlan.

Culture club

Celebrating your diversity

We respect our members' cultures. We train our staff and providers. We teach them to understand, communicate and interact with our members. We are sensitive to our members' diverse backgrounds. We consider their beliefs, values and traditions. We also make culturally competent materials and services available. For example:

- Our Member Handbook tells members about their right to culturally competent care.
- Members can ask for interpreters.
- Members can ask to have materials translated into another language or format.
- We have providers who speak languages other than English. The provider directory says what languages providers speak.

Also, our providers are always learning new and improved ways to provide culturally competent care. We send them a provider newsletter and training materials written by the Cultural Competency Committee.



Questions? Please refer to your Member Handbook. Or call Member Services for help at **1-800-348-4058 (TTY 711)**.



HEALTHY PREGNANCIES = HEALTHY BABIES

If you are pregnant, be sure to start pregnancy care early. Go to all of your doctor visits. If your pregnancy is healthy, it's best to stay pregnant for at least 39 weeks. Babies born too soon are at risk for health problems.



We can help. Call Healthy First Steps at **1-800-599-5985 (TTY 711)** toll-free. It is already part of your benefits. There's no extra cost to you.

En virtud de los Títulos VI y VII de la Ley de derechos civiles de 1964 (Títulos VI y VII) y la Ley para estadounidenses con discapacidades de 1990 (ADA, por sus siglas en inglés), la Sección 504 de la Ley de rehabilitación de 1973 y la Ley de discriminación por edad de 1975, UnitedHealthcare Community Plan prohíbe la discriminación en internaciones, programas, servicios, actividades o trabajo por motivos de raza, color, religión, sexo, nacionalidad, edad o discapacidad. UnitedHealthcare Community Plan debe realizar las adaptaciones razonables para permitir que una persona con discapacidad participe en un programa, servicio o actividad. Hay disponibles ayudas y servicios auxiliares a solicitud para personas con discapacidades. Por ejemplo, esto significa que si es necesario, UnitedHealthcare Community Plan debe proporcionar intérpretes de lenguaje de señas a las personas que son sordas, un lugar con acceso para sillas de ruedas o materiales impresos en letra grande. Asimismo, significa que UnitedHealthcare Community Plan tomará todas las otras medidas que sean razonables para permitirle entender y participar en un programa o una actividad, incluidos cambios razonables en una actividad. Si cree que no podrá entender o participar en un programa o una actividad debido a su discapacidad, si es posible, infórmenos las necesidades que tiene debido a su discapacidad con anticipación. Para solicitar este documento en un formato alternativo o para obtener más información acerca de esta política, comuníquese con Servicios para miembros al **1-800-348-4058 (TTY 711)**.



UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*[™], have teamed up to create *A is for Asthma*. This program helps children with asthma live healthier, more active lives.

Work with your child's doctor to understand the medicines needed to control his or her asthma. Some asthma medicines in the form of pills or liquids are swallowed. Others are inhaled as a mist with either a metered-dose inhaler (puffer) or a nebulizer. Every child's asthma is different, so there is more than one kind of treatment. In general, there are two different categories of medications that your child might take:

- 1. RESCUE MEDICATIONS**, such as certain inhalers, provide immediate relief of symptoms when your child has an asthma attack or any type of breathing difficulty. In children whose asthma is properly managed, these medications should not be needed every day.
- 2. CONTROLLER MEDICATIONS** do exactly what their name suggests: They control your child's asthma, even when he or she has no symptoms. In fact, they actually prevent symptoms, and are sometimes called preventive medications. These medicines should be used regularly, every day.



Get resources. Download and print "*My Asthma Profile*" at sesamestreet.org/asthma. Fill out the sheet and give a copy to anyone who takes care of your child.



Partners in Healthy Habits for Life



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