



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## PREGNANT?



Follow us on Twitter @UHC PregnantCare. You can get useful tips, info on what to expect and important pregnancy reminders. We're here to make taking care of yourself, and your baby, a little easier. Visit [bit.ly/uhc-pregnancy](http://bit.ly/uhc-pregnancy).

## Spring into action



### Time to make checkup appointments

Beat the summertime rush by calling this spring to make appointments for well-child visits. Collect forms you need for school, sports or camp. School-age children and teens need to see the doctor once a year for a well-child visit. At this visit, the doctor will:

- check your child's height, weight and body mass index (BMI).
- give your child any immunizations he or she needs.
- talk to your child about health and safety.
- make sure your child is growing and developing well.



**Find Dr. Right.** Need to find a new doctor for your child? Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) or call Member Services toll-free at **1-800-318-8821 (TTY 711)**.



## 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.



## By the book

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 network providers.
- how your prescription drug benefits work.
- 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.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- your member rights and responsibilities.
- our privacy policy.
- 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 it all.** You can read the member handbook online at **MyUHC.com/CommunityPlan**. Or call Member

Services toll-free at **1-800-318-8821 (TTY 711)** to request a copy of the handbook.



**Questions on UM?** Call Member Services at **1-800-318-8821 (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.

## We're here to help!

### Education and outreach

Did you know that UnitedHealthcare has a health education and outreach program just for you? Our staff works to get you the best information on health and wellness.

We also help remind you about important appointments. You may receive a phone call or postcard from us. We're getting in touch to remind you of important services you need to stay healthy. You might also see us in your community at one of our education events.



**Get schooled.** Looking to learn more about how you can stay healthy? Want to bring a health education event to your community? Call our health educator at **1-855-817-5624**.

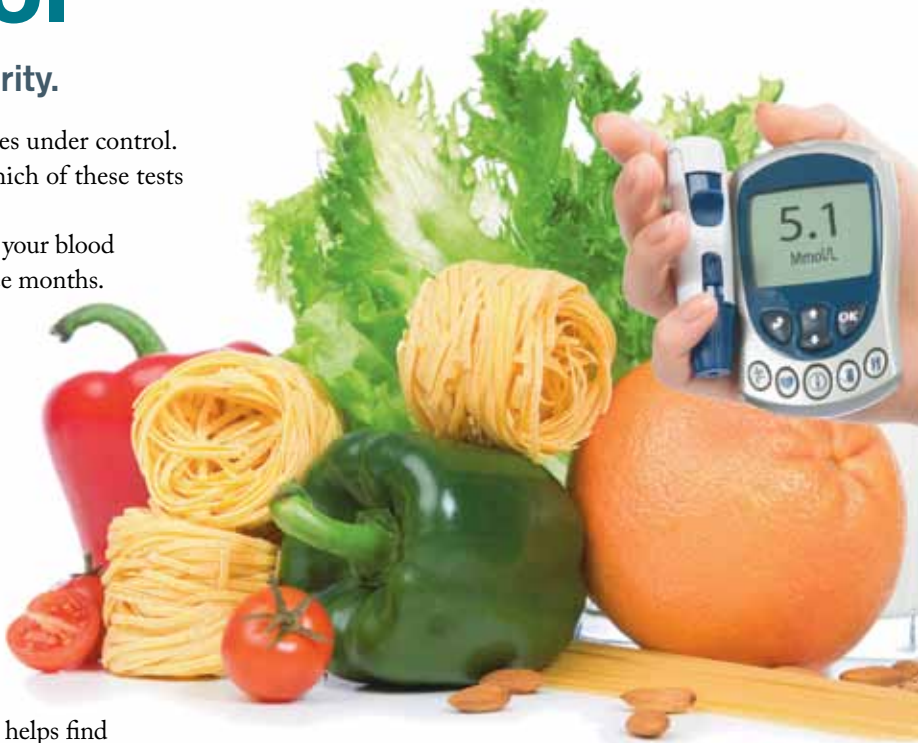


# Under control

## Make your diabetic health a priority.

It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Which of these tests are you missing?

- **A1C BLOOD TEST:** This lab test shows how well your blood sugar has been controlled over the last two to three months. It tells you how well your treatment is working. Get this test three or four times per year.
- **CHOLESTEROL:** Diabetes and cholesterol are a combination that can damage your heart. Your doctor can tell you the HDL and total cholesterol numbers you should aim for. 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:** Uncontrolled diabetes can cause blindness. In this test, eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you'll ever notice them. Get this test once a year.



**We make it easy.** These tests are covered benefits. Need help making an appointment or getting to the doctor? Call Member Services toll-free at **1-800-318-8821 (TTY 711)**.

## Just joining us?

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 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.



# Resource corner

**UnitedHealthcare Member Services:** 1-800-318-8821

**24/7 NurseLine:** 1-877-440-0251

**United Behavioral Health:** 1-888-291-2507

**Public Mental Health System (MAPS-MD):** 1-800-888-1965

**Transportation:** 1-800-318-8821

**UnitedHealthcare Outreach:** 1-800-860-5257

**UnitedHealthcare Health Education:** 1-855-817-5624

**Healthy First Steps:** 1-800-599-5985

**Department of Social Services:** 1-800-332-6347

**Maryland Health Connection:** marylandhealthconnection.gov  
1-855-642-8572

**Maryland Medical Assistance Help Line:** 1-800-284-4510

**Maryland Healthy Smiles Dental Program:** 1-888-696-9596

**UnitedHealth Group fraud hotline:** 1-866-242-7727

**HealthChoice fraud hotline:** 1-866-770-7175

**Clinical practice guidelines:** [UHCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html](http://UHCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html)

**Interpretation Services:** If English is not your native language, please call Member Services to request interpretation services for your medical visits.

## 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 program gives families information on lead testing and preventing lead poisoning. Make sure your whole family knows these simple tips to stay safe from lead:

- **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.
- **LEAVE YOUR SHOES AT THE DOOR.** It's an easy way to make sure that dirt and dust stay outside.
- **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.
- **STAY AWAY FROM PEELING PAINT.** If you have peeling paint in your home, contact your local health department to find out the best way to clean it up.
- **CHECK YOUR CHILD'S TOYS.** Look at your child's toys to see if they are dusty or have any chipped or damaged areas. Find out about toy recalls by visiting the U.S. Consumer Product Safety Commission at [cpsc.gov](http://cpsc.gov).

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.



**i** **Learn about lead!** Visit [sesamestreet.org/lead](http://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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