



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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.

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? Use the online directory at [MyUHC.com/Community Plan](http://MyUHC.com/CommunityPlan). A new, updated printed provider directory is also available upon request. Call **1-800-493-4647 (TTY 711)** to request one.

New York, NY 10268

P.O. Box 1037
UnitedHealthcare Community Plan

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United Health Group



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 **1-800-493-4647 (TTY 711)** to request a copy of the handbook.



Questions on UM? Call Member Services at **1-800-493-4647 (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.



Domestic violence

The crime behind closed doors

Domestic violence is an epidemic. Relationship violence affects men and women. However, women are victimized more frequently. They sustain more serious injuries. Ask yourself the questions below. If you answer yes to any of them, you may be a victim of abuse.

1. Have you ever been emotionally or physically abused by a partner?
2. Within the past year, have you been hit, slapped or otherwise physically hurt by a partner?
3. Within the past year, have you been forced to have sex against your will?
4. Are you afraid of your partner?
5. Did the abuser physically and/or verbally abuse you prior to pregnancy or during pregnancy?



You are not alone. Help is available. Talk to your doctor.

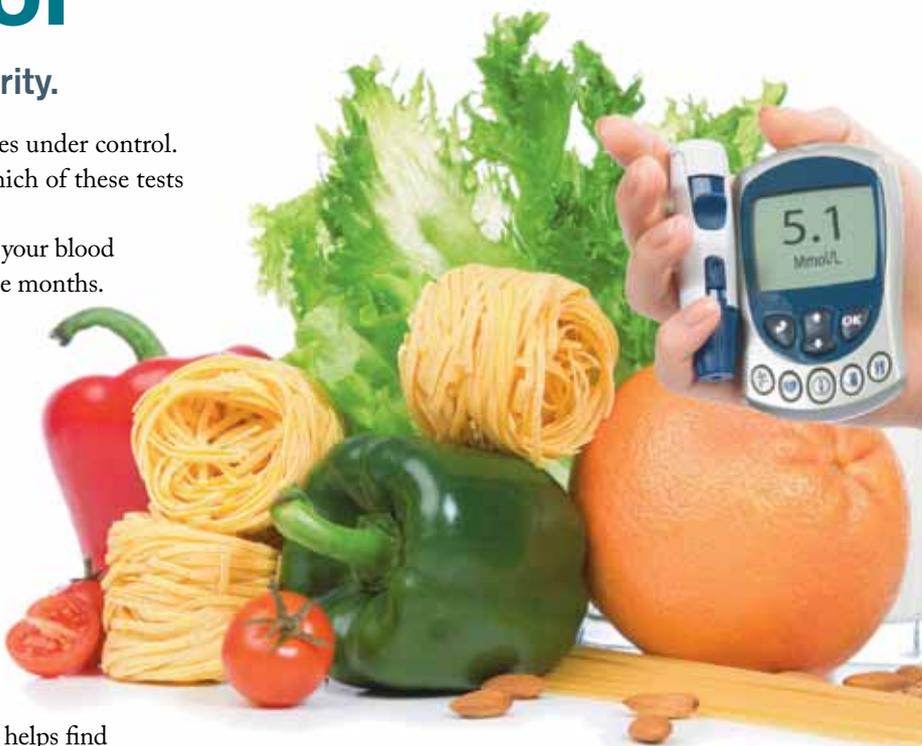
UnitedHealthcare Community Plan can also help. Call **1-866-604-3267**, 24 hours a day. We will connect you with our domestic violence coordinator and other local resources.

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 **1-800-493-4647 (TTY 711)**.

Fear factor

Anxiety and fear are normal feelings. They can help you avoid danger and perform tasks well. The feelings usually go away quickly. But sometimes these feelings get worse with time. They become stronger and affect your daily life.

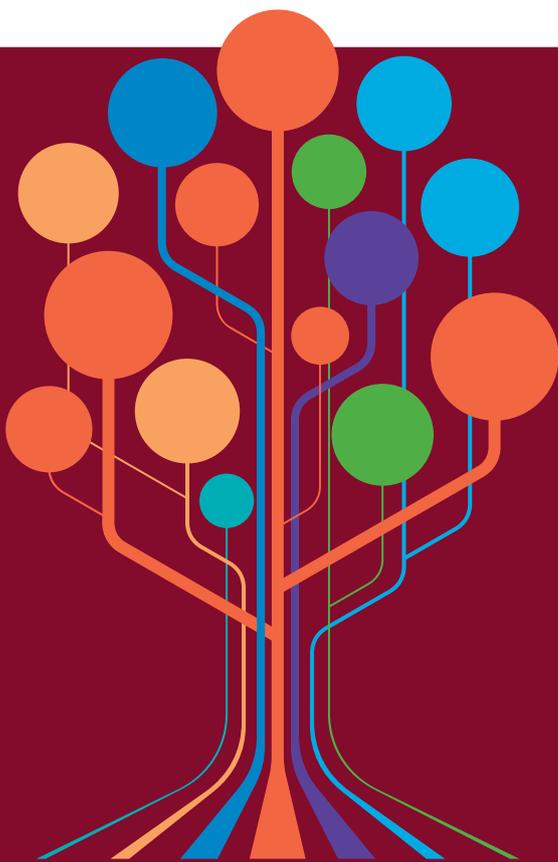
This is called anxiety disorder. It affects millions of people. Medicine and therapy can help. If you are having some of these symptoms, it may be time to get treatment:

- feelings of panic or terror about something that poses little danger
- racing heartbeat, trouble breathing or chest pain
- frequent upsetting thoughts
- repeating actions that make upsetting thoughts go away
- a hard time concentrating
- trouble sleeping or nightmares



Fear not. Call United Behavioral Health toll-free at **1-800-493-4647 (TTY 711)**. They will refer you to a participating mental health provider. If you get mental health care, tell your PCP about it. Ask to sign a release so your providers can share information.





Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-493-4647 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free). Join the Baby Blocks pregnancy rewards program.

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

Our website Use our provider directory or read your Member Handbook.

MyUHC.com/CommunityPlan

National Domestic Violence Hotline

Get free, confidential help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting

smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)

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.

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 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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