



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.

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 a 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. Or, fill out the questionnaire in your Welcome Packet and mail it back to us in the envelope provided.



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United Health Group

UnitedHealthcare Community Plan
475 Kilvert Street
Warwick, RI 02886



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 **UHCommunityPlan.com**. Or call Member Services

toll-free at **1-800-587-5187 (TTY 711)** to request a copy of the handbook.

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.



Questions on UM? Call Member Services at **1-800-587-5187 (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.

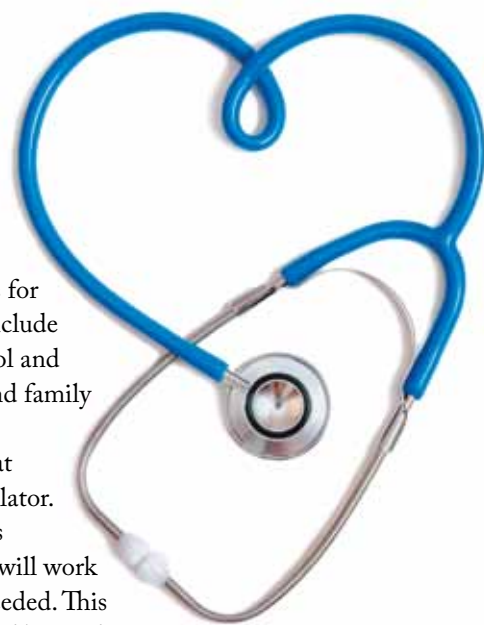
Take risks to heart

New cardiovascular guidelines

New heart disease prevention guidelines have been in the news recently. They address risk factors for heart disease and stroke. These include blood pressure, obesity, cholesterol and lifestyle. Your age, gender, race and family history are also considered.

The new guidelines suggest that providers use an online risk calculator. It looks at everyone's overall risks individually. Then, your provider will work with you to reduce your risk if needed. This could include lifestyle changes and/or medication.

Your target numbers for blood pressure and cholesterol may be different than they used to be. They are now specific to you.



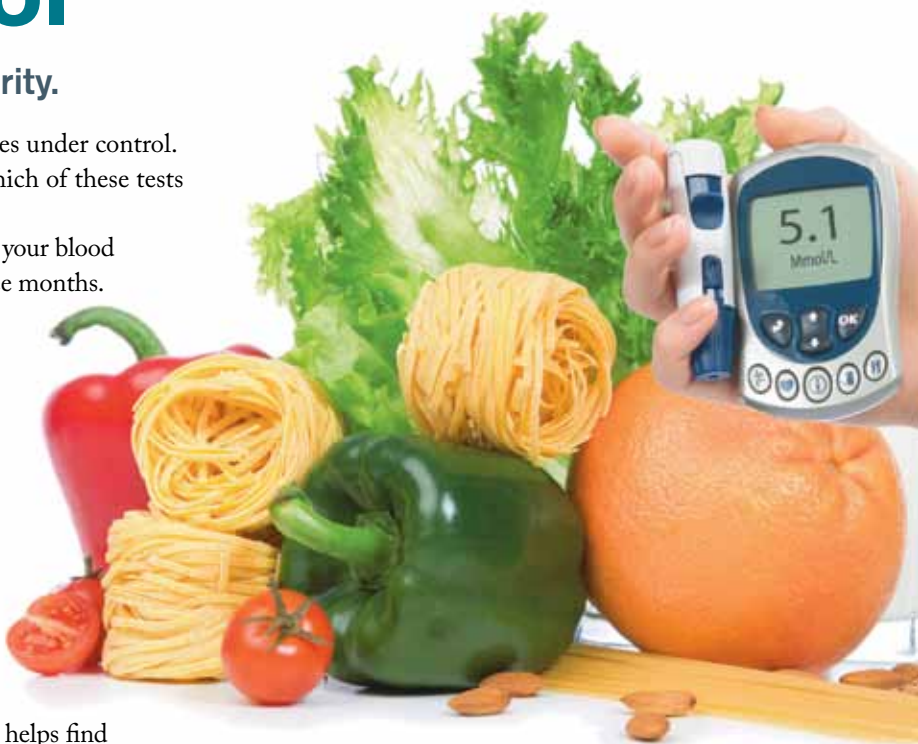
See your PCP. Ask him or her about your heart disease risk factors. Learn more about the new guidelines at **Heart.org**.

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 **1-800-587-5187 (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 Optum Behavioral Health toll-free at **1-800-435-7486 (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.





Get faster, better, safer care

Give your doctor the power of information.

Let's face it. Nobody really likes to go to the doctor. We want the visit to be as quick and easy as possible. You can help make this happen. Make sure doctors are able to get your complete and up-to-date health information. It can help you get the best care possible.

You may think your doctors already have all the information about you that they need. But sometimes they don't. That's because you probably see more than one provider. You may have received care from several different places, such as a doctor's office, hospital or community clinic. This means your medical information is not all together in one place.

This can make it hard for doctors to get information quickly and easily when they need it. It's also hard for them to know what important information about you they may be missing.

This may mean more time waiting in the exam room. It could also mean extra trips to the lab to repeat blood work,

X-rays or other tests. In an emergency, it could mean delayed or less safe care. Doctors need quick access to important information such as current medications, medical conditions or allergies.

The good news is there is an easy solution. It's called CurrentCare. It's a service developed by the Rhode Island healthcare community. It allows each of your trusted doctors to quickly get important medical information from doctors, hospitals, pharmacies and labs. It's an easy way to make sure your providers all have the information they need to provide faster, better, safer care to you.



Get started. Just complete a one-time enrollment. It will only take a few minutes of your time. That's it. CurrentCare takes care of the rest. Visit **CurrentCareRI.org** or call **1-888-858-4815**.

BREATHE EASY

If you have allergies or asthma, join the club. About 20 million people in the U.S. have asthma. Allergies affect more than 50 million people. Allergies happen when your body overreacts to something. It thinks something you eat, breathe or get on your skin is dangerous. Common causes are pollen, molds, animal dander and certain foods. In some people, allergies lead to asthma attacks.

Many allergies can be treated at home. You can avoid some triggers. Over-the-counter medicines can help. See your doctor if your allergies are bad, last a long time or cause asthma symptoms.

ALLERGY SYMPTOMS

- itchy, watery eyes
- sneezing, or a stuffy or runny nose
- coughing or wheezing
- rash, hives or inflamed skin

ASTHMA SYMPTOMS

- wheezing or coughing
- difficulty breathing
- tightness in the chest



We can help. UnitedHealthcare has a program to help people with asthma. You can talk to a nurse on the phone and get reminders about your care. We will send you information about treating asthma. Call Member Services at **1-800-587-5187 (TTY 711)** to learn more.



A better pill

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.



Get access. To use your behavioral health benefits, please call Optum Behavioral Health at **1-800-435-7486 (TTY 711)**. You can call 24 hours a day, seven days a week and your call is always confidential.

Spring into action

Time to make checkup appointments

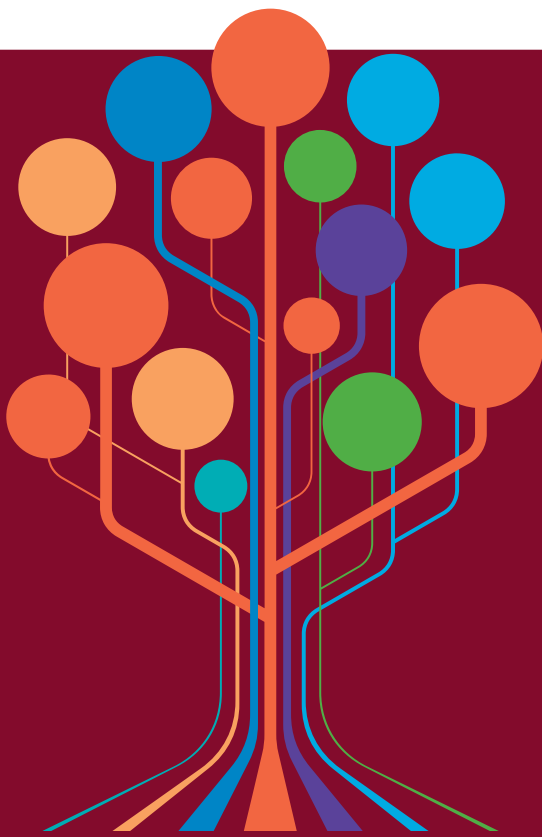
Beat the summertime rush by calling this spring to make appointments for well-child visits. Collect forms you need for school, sports or camp. School-age children and teens need to see the doctor once a year for a well-child visit. At this visit, the doctor will:

- 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 **UHCommunityPlan.com** or call Member Services toll-free at **1-800-587-5187 (TTY 711)**.





Resource corner

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

1-800-587-5187 (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.

UHCCommunityPlan.com

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)

Safety first

6 tips for medication safety

- 1. KNOW YOUR DRUGS:** Ask about their names and possible side effects. Know why you need them. Ask how to take them, how much to take and how often to take them. Never take more or less of a drug without talking to your doctor. Never take drugs that were intended for someone else.
- 2. AVOID INTERACTIONS:** Tell your doctor and pharmacist about any other drugs or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. DON'T STOP:** You may feel better before the medicine is gone. But keep taking it for as long as your doctor tells you to. With some drugs, you must finish the entire prescription for it to work.
- 4. HEED WARNINGS:** Ask your doctor about any foods, beverages or activities you should avoid while taking a drug.
- 5. WATCH OUT FOR SIDE EFFECTS:** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. GET CHECKED:** Some medication dosages need to be monitored by getting your blood levels tested. Ask your doctor if the medications you take need to be monitored by getting blood work.



It's listed. UnitedHealthcare uses a formulary. This is a list of covered prescription drugs. Find out if your medicine is on the formulary. Call **1-800-587-5187 (TTY 711)** or see **UHCCommunityPlan.com**.

