



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK

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

## JOIN US ON NOVEMBER 15

Register today for the ¼ mile IRONKIDS Special Race for Special Kids. For children ages 3 to 15, there is no cost to participate. Look for the UnitedHealthcare Community Plan and SpoFit team using newly-donated sports wheelchairs. For more information, contact Stephanie Wiersum at **602-255-8263**.

## Is it the flu?

### Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly. Flu symptoms may include:

- fever and chills
- headache and body aches
- fatigue
- cough
- sore throat

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous.



**Flu season is coming.** Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu vaccine. A nasal mist is also an option for some people.

# Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

## HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.
- pap smears.
- breast cancer screenings.
- cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

## MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-800-348-4058 (TTY 711)**.

# Back to school

## Is your child having trouble in class?

Sometimes, a teacher is the first to notice the signs of ADHD in a child. ADHD stands for attention-deficit/hyperactivity disorder. The child may be having trouble learning. He or she may be disrupting the class.

There are many different signs of ADHD. All children sometimes have some of them. But children with ADHD have several symptoms most of the time. Their symptoms are more severe than in other children. Symptoms last for at least six months. They include:

- easily distracted
- a hard time finishing tasks
- trouble focusing or following directions
- often losing or forgetting things
- not listening
- trouble sitting still
- talking too much



**What next?** If your child's teacher thinks there may be a problem, the first step is to take your child to his or her primary care provider (PCP). The PCP may evaluate your child or send you to a specialist. Need to find a provider? Visit **UHCommunityPlan.com** or call your assigned CRS MSIC.





# The waiting game

## How long should you wait for an appointment?

We want your child to get the right services at the right time — and at the right place. When you call to make an appointment, it's important to tell the office why your child needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: the same day
- Urgent PCP visit: within 2 days
- Routine PCP visit: within 21 days
- Specialist visit: within 45 days
- Behavioral health initial visit: 7 days
- Behavioral health follow-up to initial visit: 23 days, if a covered benefit under your benefit plan



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-348-4058 (TTY 711)**.

## Ask Dr. Health E. Hound

### Q: When should I start reading to my baby?

**A:** The American Academy of Pediatrics says parents should start reading to their babies at birth. Early reading helps babies' brains develop. It teaches babies about language, even before they can speak. It helps babies bond with their parents. It also prepares them to do well in school.

In fact, at your next well-child visit, your child's provider may talk to you about reading. He or she may even give you a book that's right for your child's age. Fill your home with books. Read to your child every day.



## Preteen vaccines

When your child turns 11 or 12, it's time for another round of vaccines. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following vaccines:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these vaccines, it's not too late to make them up.



**It's your best choice.** Learn more about vaccines for every member of your family at [CDC.gov/vaccines](http://CDC.gov/vaccines).



## GO FOR FITNESS

If you are in the area, stop by the Disability Empowerment Center's SpoFit facility in Phoenix. Try out one of the new sports wheelchairs donated by UnitedHealthcare Community Plan and NuMotion. The sports wheelchairs can be used for many different activities. They are great for basketball, soccer, tennis, racing and more.

Ten sports wheelchairs were given to the facility. Anyone can ask to use them. SpoFit offers accessible fitness equipment and activities for people of all ages. This includes power soccer, wheelchair accessible weight machines, pools with lifts, and much more.



**Stop by.** If you have any questions, call SpoFit at **602-386-4566**. Or visit the facility at 5031 E. Washington St. in Phoenix.

Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI and VII) and the Americans with Disabilities Act of 1990 (ADA) Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975, UnitedHealthcare Community Plan prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age and disability. UnitedHealthcare Community Plan must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. Auxiliary aids and services are available upon request to individuals with disabilities. For example, this means that if necessary, UnitedHealthcare Community Plan must provide sign language interpreters for people who are deaf, a wheelchair accessible location or enlarged print materials. It also means that UnitedHealthcare Community Plan will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, please contact Member Services at **1-800-348-4058 (TTY 711)**.

# Stay safe together!

UnitedHealthcare has partnered with Sesame Workshop to create home safety tips. They provide tools and strategies for a safe environment.

Your home is where your family learns and plays together. There are lots of simple things you can do to keep your home as safe as it can be. Explore safety with your child during your daily routines.

### IN THE BATHROOM

- Stay close at bath time. Together, play a game of "I Spy" or try an experiment to see which toys sink or float.
- Keep medicines, cleaners, beauty products and sharp items out of children's reach, or secured with child safety locks.
- Step safely by placing non-slip bath mats inside and outside of the tub.

### IN THE BEDROOM

- Stay safe and sound by placing smoke alarms on every floor and in each bedroom. Change the batteries at least once a year. Mark the special day on the calendar.
- Scoot furniture away from windows and use window guards to make a safe space to play and dream.
- To keep lead away, clean toys regularly and get rid of chipped or worn items.



**Get more.** For more tips, visit [sesamestreet.org/toolkits](http://sesamestreet.org/toolkits). Here you will find tools and resources to help your family play and grow together.



TM/© 2014 Sesame Workshop

Partners in Healthy Habits for Life