



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.

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 or call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

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United Health Group

UnitedHealthcare Community Plan
P.O. Box 2960
Honolulu, HI 96802



By the book

Have you read the Member Handbook for you or your child? It is a great source of information. It tells you how to use your or your child's plan. It explains:

- the benefits and services you or your child may have.
- the benefits and services you or your child does not have (exclusions).
- where, when and how to get primary care, after-hours, behavioral health, specialty, hospital and emergency care.
- how to find out about network providers.
- how prescription drug benefits work.
- what to do if you or your child need care when you are out of town.
- when and how you or your child can get care from an out-of-network provider.
- if, when and how you may need to submit a claim.
- how your plan decides what new technologies are covered.
- member rights and responsibilities.
- our privacy policy.
- how to voice a complaint or appeal a coverage decision.
- 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/Community Plan](https://MyUHC.com/CommunityPlan). Click the "Register Now" button. Then enter your member ID card information. The link to the Member Handbook is under "Benefits and Coverage." Or call Member Services toll-free to have a copy mailed to you. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (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.



Questions on UM? Call Member Services toll-free.

For QExA members, the number is **1-888-980-8728 (TTY 711)**.

For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

Ask to speak to someone in Utilization Management. We will explain how UM works and what it means for your care.

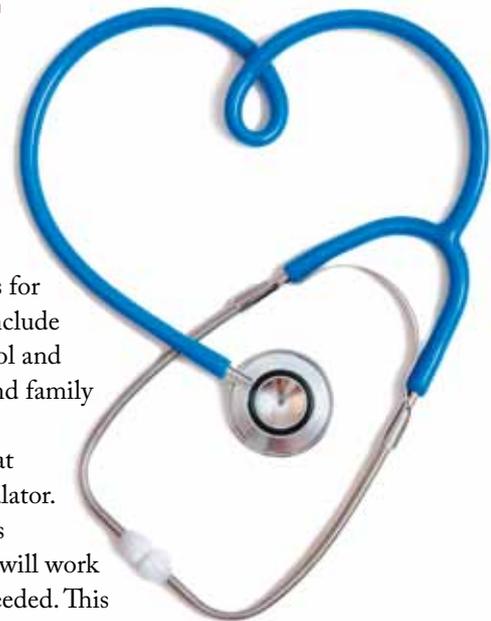
Take risks to heart

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.



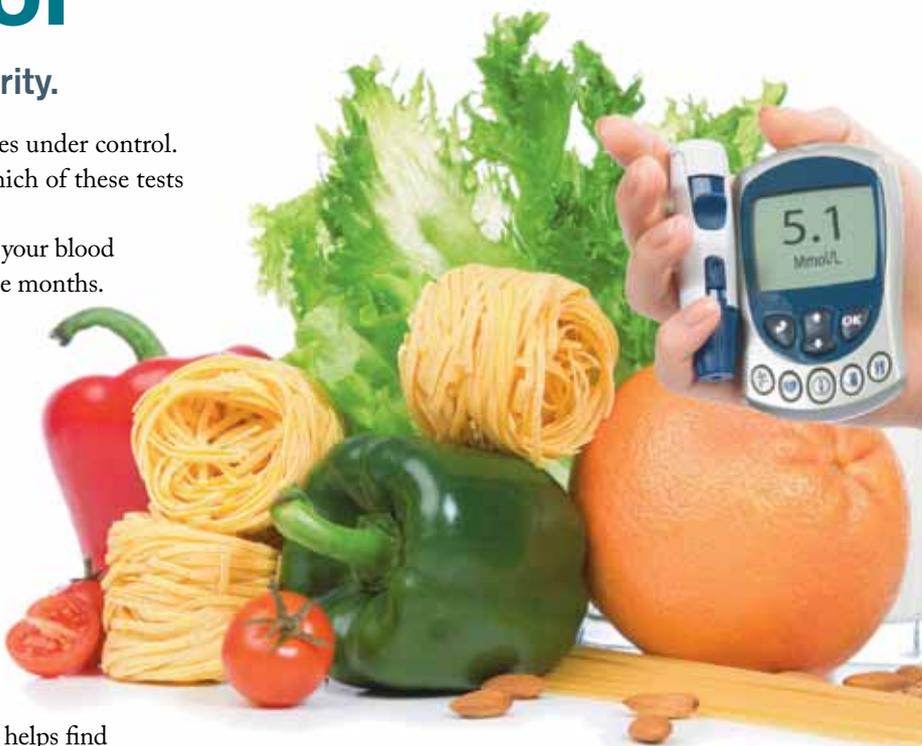
See your PCP. Ask him or her about your heart disease risk factors. Learn more about the new guidelines at Heart.org.

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. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.



Make MyUHC.com yours

1. **PRINT YOUR MEMBER ID CARD.** If you lose your ID card, you can print it anytime.
2. **SEE YOUR BENEFITS.** Want to know if a service is covered by your plan? It's easy to check here to find out for sure.
3. **KEEP TRACK OF CLAIMS.** See all the services you received through your health plan, without all the paper.
4. **FIND A DOCTOR, CLINIC OR HOSPITAL.** It's easy to search for providers in the network that are close to you.
5. **TAKE A PERSONAL HEALTH ASSESSMENT.** This helps us support you with the best health care services based on your needs.



It's easy. Members, go to **MyUHC.com/CommunityPlan**. Click the "Register Now" button. Then enter your member ID card information. You'll be on your way to using **MyUHC.com**.

The HPV vaccine

It's for all pre-teens.

Human papillomavirus (HPV) is the most common sexually transmitted infection. Most of the time, it causes no problems and goes away. But sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and throat cancers in both men and women.

There is a vaccine for HPV. At first, it was just given to girls. Now, it's also recommended for boys. The vaccine works best when given before teens become sexually active. Children should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.

The HPV vaccine is given as a series of three shots. Ask about it at your pre-teen's next checkup.

3 in 4 people will be infected with HPV in their lifetime.



Need a ride? We can provide transportation to medical appointments. Call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

Ask Dr. Health E. Hound

Q: How much physical activity do children need?

A: The Let's Move campaign says children should get 60 minutes of active play every day. It doesn't all need to happen at one time.

The Let's Move campaign was started by First Lady Michelle Obama. It is her mission to reduce childhood obesity. Being active is one part of keeping a healthy weight. There are also other benefits to being active. Let's Move says children who are active:

- feel less stressed and better about themselves.
- are more ready to learn in school.
- build healthy bones, muscles and joints.
- sleep better at night.



Learn more. Visit **LetsMove.gov** for more tips on healthy eating and activity for the whole family.



5 TIPS FOR PREVENTING SIDS

Sudden infant death syndrome (SIDS) is when a baby dies of unknown cause. It is most common in babies who are 2 to 3 months old. No one knows exactly what causes SIDS. But there are things you can do to reduce the risk of SIDS, including:

1. Place your baby to sleep on his or her back.
2. Put your baby to sleep only in a safe crib without blankets, toys, pillows or other soft objects.
3. Do not smoke when pregnant or around your baby.
4. Dress your baby lightly for sleep and keep the room comfortably cool.
5. Tell people who care for your baby to follow these rules, too.



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.



 **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

TM/© 2014 Sesame Workshop



Talking to your teen

The teen birth rate is the lowest it has ever been. Parents can help continue this trend. If you are a parent of a teenager, it's important to talk to him or her about sex. Here are eight tips from the National Campaign to Prevent Teen Pregnancy:

1. Be clear about your own sexual values.
2. Talk about sex with your children early and often. Be specific!
3. Know where your kids are, what they are doing and who they are with.
4. Discourage early, frequent and steady dating.
5. Don't let your daughter date older boys. Or let your boy date younger girls.
6. Give your children options for the future that are better than teen parenthood.
7. Tell your kids how much you value education.
8. Build a strong, close relationship with your children from an early age.



Get the facts. Read more about these tips at **The National Campaign.org**. A good pregnancy prevention website for teens to see is **StayTeen.org**.

TB IS STILL COMMON

Tuberculosis (TB) is a chronic bacterial infection. It is spread through the air. Most of the time, the disease affects the lungs. But it can also affect other parts of the body. If not treated, it can be fatal.

Some people are infected with TB but do not have any symptoms. They are not contagious. This is called latent TB. When people are infected with TB and have symptoms like coughing, the disease is called active TB. Active TB is very contagious.

- **HAVE YOU BEEN EXPOSED TO TB?** Talk to your doctor about getting tested. You can get a skin test and a chest X-ray.
- **DO YOU HAVE LATENT TB?** You can take medicine to prevent it from becoming active TB.
- **DO YOU HAVE ACTIVE TB?** You need to take an antibiotic to kill the bacteria. It is important to keep taking the medicine for as long as your doctor tells you to.

Respecting elders



Know the warning signs of elder abuse.

World Elder Abuse Awareness Day takes place every year on June 15. An estimated 5 million seniors are abused or neglected. Disabled people can also be victims.

Elder abuse can affect men or women of any race. Abuse can be physical, emotional or sexual. It can involve exploitation, neglect or abandonment. It can happen at home or in long-term care facilities. Abusers can be loved ones or paid caregivers.

Many elderly or disabled people who are abused suffer in silence. Warning signs of abuse and neglect may include a pattern of:

- bruises, sores or other injuries.
- withdrawal or depression.
- change in financial situation.
- bedsores, poor hygiene or unexplained weight loss.
- frequent arguments with caregivers or loved ones.



Report it. If you or someone you care for may be a victim of elder abuse, please ask for help. To report abuse for someone who lives at home, call your local Adult Protective Services office. To report abuse for someone who lives in a long-term care facility, call the local Long-term Care Ombudsman. You can find the numbers in your phone book or online.

Take charge

Be a partner in your care.

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. Here's how you can take charge of your health care:

- 1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT** before you go. Try to focus on the top three things that you need help with.
- 2. TELL YOUR PROVIDER ABOUT ANY DRUGS** or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
- 3. TELL YOUR PROVIDER ABOUT OTHER PROVIDERS** you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.
- 4. If you are seeing a specialist, ASK HIM OR HER FOR A REPORT OF THE FINDINGS.** Get a copy of any test results. Give this information to your PCP the next time you go.
- 5. WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
- 6. BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.



Check out checkups. See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit MyUHC.com/CommunityPlan.

BE THE VOICE

UnitedHealthcare Community Plan wants to hear about your experience with us. We also want to get ideas on how we can improve. We have a Member Advisory Group where you can tell us what you think. The group meets four times a year to:

- talk about different topics.
- look at our Member Handbook and other materials.
- ask for your feedback.

We are looking for members (or their Power of Attorneys) who:

- are 18 years of age or older.
- can go to the meetings.
- want to make a difference.



Join us. If you think you want to be a part of this group, please call Member Services toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

NurseLine Get 24/7 health advice from a nurse (toll-free). For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

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)**

National Dating Abuse Helpline Teens can ask questions and talk to a teen or adult (toll-free). **1-866-331-9474 (TTY 1-866-331-8453)**

Smoking Quitline Get free help quitting smoking (toll-free). **1-800-QUIT-NOW (1-800-784-8669)**

Text4baby Get messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text4baby.org**.



WE SPEAK YOUR LANGUAGE

This document contains important information. To get the document in another language or have it orally translated for you, please call our local customer service toll-free at **1-888-980-8728 (QExA)** or **1-877-512-9357 (QUEST)**. TTY/TDD: 711. There is no cost to you for this service.

Daytoy a dokumento ket aglaon iti napateg nga impormasyon. Tapno maala daytoy a dokumento iti sabali a pagsasao wenno maipaawat kenka iti bukod mo a pagsasao, umawag ka iti serbisyo kustomermi toll-free iti **1-888-980-8728 (QExA)** wenno **1-877-512-9357 (QUEST)**. TTY/TDD: 711. Awan ti anyaman a bayadam para iti daytoy a serbisyo.

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本文件包含重要資訊。若要獲得文件的另一種語言版本或為您口譯文件，請致電我們本地客戶服務免費電話：**1-888-980-8728 (QExA)** 或 **1-877-512-9357 (QUEST)**。聽力 (TTY) / 語言障礙人士專線 (TDD)：711。您無需為本項服務支付費用。

이 문서에는 중요한 정보가 수록되어 있습니다. 다른 언어로 번역된 문서를 받아보시거나 구두 번역을 원하시면 현지 고객 서비스 무료 전화번호 **1-888-980-8728(QExA)** 또는 **1-877-512-9357(QUEST)**번으로 전화해 주십시오. TTY/TDD: 711. 이 서비스는 무료입니다.