



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



WHAT DO YOU THINK?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

Bright eyes



5 ways to prevent diabetic eye disease

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



How can we help? UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-800-318-8821 (TTY 711)** to find out if you can join.



Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at MyUHC.com/CommunityPlan to learn about your drug benefits. Or, call Member Services toll-free at **1-800-318-8821 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at MyUHC.com/CommunityPlan. You may also call Member Services toll-free at **1-800-318-8821 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-440-0251 (TTY 711)**.

Ask Dr. Health E. Hound

Q: Could my child have asthma?

A: Asthma usually begins before a child turns 5 years old. Kids with asthma may:

- wheeze or cough, even when they don't have a cold.
- have trouble breathing sometimes.
- get a lot of lung infections.
- have allergies, including skin allergies.
- have a parent with asthma.

If your child has these signs or risk factors, talk to his or her primary care provider about asthma.

If your child has asthma, it's important to learn how to manage it. You will need to give him or her medication as directed. You will also need to avoid things that make his or her asthma worse. You will learn how to tell when your child's asthma is flaring up, and when he or she needs emergency care. It's also important to keep all follow-up appointments with your child's provider.



Special delivery

Services for members with special needs

UnitedHealthcare Community Plan has a Special Needs Unit. This unit helps members who:

- are pregnant or just had a baby.
- are children with special health care needs.
- are living with HIV/AIDS.
- have a developmental disability.
- are homeless.
- need mental health or substance abuse treatment.
- are in foster care.

If you or your child have special needs, our Special Needs Coordinator can give you information and support. Call if you need help with transportation, doctor appointments or any other issues preventing you from getting the care you need.



Reach out. If you think you could benefit from the services our Special Needs Unit offers, call today. You can reach our Special Needs Coordinator at **410-379-3434** or the Special Needs Unit at **1-800-460-5689 (TTY 711)**.



Benefit updates

Beginning January 1, 2015, there were two important changes to benefits for adult members aged 21 and over. These changes do **not** apply to members aged 20 or younger or to pregnant women of any age.

- **PHARMACY COPAYS:** Adults now have \$1 copays for generic drugs and \$3 copays for brand name drugs.
- **DENTAL SERVICES:** Dental services for adult members have been discontinued.



Questions? Want to learn more about your benefits? Call Member Services toll-free at **1-800-318-8821 (TTY)** or visit **MyUHC.com/CommunityPlan**.



WE'RE HERE TO HELP

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!



Learn more. 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**.



Baby basics

Years ago, many children suffered or even died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them healthy.

There are many reasons to vaccinate:

- 1. THESE DISEASES ARE STILL AROUND.** Kids can still get them.
- 2. DISEASES CAN CROSS BORDERS EASILY.** Some diseases we immunize for are still common in other countries.
- 3. VACCINES ARE SAFE.** They have been tested. Studies show they do not cause autism or other conditions.
- 4. THEY MEAN LESS MISSED WORK AND SCHOOL.** Healthy kids can go to school or day care. Their parents can go to work.
- 5. THEY PROTECT YOUR FAMILY, FRIENDS AND COMMUNITY.** When more people are vaccinated, everyone is safer.



Keep track. Keep a record of what shots your child gets and when. Share it with any new providers you see. Need to find a provider for your child? Visit MyUHC.com/CommunityPlan.

Healthy First Steps

Get support for a healthy pregnancy and beyond.

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants, and Children (WIC).



Expecting? For a happy and healthy pregnancy, enroll today. Call **1-800-599-5985**, Monday–Friday, 8 a.m.–5 p.m. Central time. You can also enroll in Baby Blocks to earn prizes for getting pregnancy and new baby care on time.

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

Special Needs Unit: 1-800-460-5689 (TTY 711)

Special Needs Coordinator: 410-379-3434

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: 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: UHCCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html

Interpretation Services: Call Member Services to request interpretation services for your medical visits.



5 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected vaginal, oral or anal sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause ectopic pregnancy or other serious problems.



Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at MyUHC.com/CommunityPlan. You can also call Member Services at **1-800-318-8821 (TTY 711)** to ask us to mail or email you a copy of the form.