



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

## DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. It's available now.



## The right dose

### Finding the best treatment for your child's ADHD



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. Go 30 days after your child starts taking medicine. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.



**KidsHealth.** Learn more about ADHD and other childhood health concerns at [KidsHealth.org](http://KidsHealth.org). This site is full of reliable health information, written for parents, children and teens.



# Stay healthy

## Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit for teens. Family planning and testing for sexually transmitted diseases are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered.

## COVERED: PRE-TEEN VACCINES

11- to 12-year-olds need three vaccines:

- tetanus, diphtheria and pertussis (Tdap)
- human papillomavirus (HPV)
- meningococcal (MCV4)

In addition, teens need a booster of MCV4 at age 16.



**Ask the doc.** Many more preventive services are covered. Ask your child's primary care provider (PCP) about the screenings, counseling and shots needed for your child's age and sex.

## Get results

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.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



**Get it all.** Want to know more about our Quality Improvement Program? Call toll-free 1-800-348-4058 (TTY 711).



# Culture club

We speak your language.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs.

If you need to receive care in a language other than English, we can help. We can arrange translation services over the phone. We can also have an interpreter meet you at your doctor's office. We can provide signers for the deaf. We can also provide materials for members with visual impairment.



**Get help.** Need to receive care or information in a language other than English? Want to get materials in another format? Call Member Services toll-free at **1-800-348-4058 (TTY 711)**.



## Ask Dr. Health E. Hound

**Q:** When do I need to start taking care of my baby's teeth?

**A:** Believe it or not, at birth! Good dental care begins before teeth come in. Clean your baby's gums with a soft cloth and water. When teeth begin to come in, start brushing twice daily. Use a little bit of fluoridated toothpaste and a child's soft toothbrush. Take your child for a first dentist visit when his or her first tooth comes in. This happens between 6 and 12 months of age.

As children get older, they can brush their own teeth. Check to make sure their teeth get really clean. Take them to the dentist twice a year for cleanings and checkups.

Even though babies lose their first teeth, tooth decay in baby teeth is serious. It can lead to poor eating habits, speech problems, infection, and discolored, crooked or damaged adult teeth.



**Smile.** Your child's benefits include dental care. Need to find a dentist for your child? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-800-348-4058 (TTY 711)**.



## Resource corner

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

**1-800-348-4058 (TTY 711)**

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

**1-877-813-3417 (TTY 711)**

**UHCBabyBlocks.com**

**Our website** Find a provider, read your Member Handbook or see your ID card.

**myuhc.com/CommunityPlan**

**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)**

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# A is for Asthma™

Tips for understanding your child's asthma

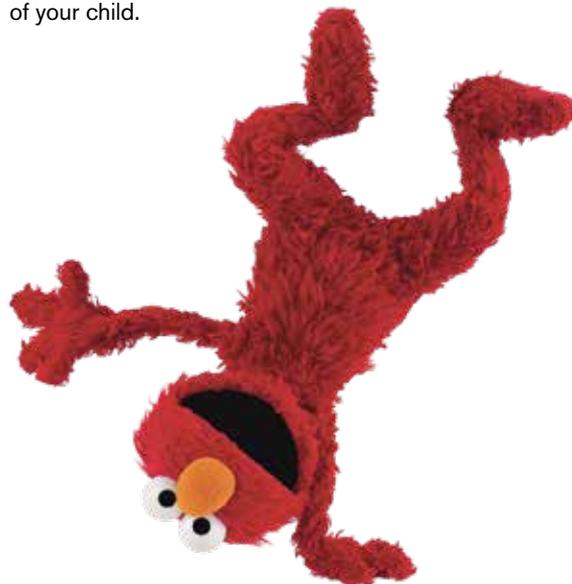
UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps children with asthma live healthier, more active lives.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms. Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.



**Get resources.** Download and print "My Asthma Profile" at [sesamestreet.org/asthma](http://sesamestreet.org/asthma). Fill out the sheet and give a copy to anyone who takes care of your child.



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Partners in Healthy Habits for Life