



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)**.



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.



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)**.





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. Screenings include Pap tests and testing for sexually transmitted diseases. Family planning and prenatal care are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered. For adults, this may include blood pressure, cholesterol and diabetes screenings. Screenings for problems with tobacco, alcohol and depression are also covered.

COVERED: MAMMOGRAMS

Mammograms screen women for breast cancer. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



What do you need? Many more preventive services are covered. Ask your primary care provider (PCP) about the screenings, exams, counseling and shots needed for your 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)**.



Benefit change for dual-eligible members

Beginning October 1, 2015, there is a change in how care is provided for certain members. This change applies to members who:

- are enrolled in UnitedHealthcare Community Plan AHCCCS Medicaid
- are 18 years of age and older and
- have Medicare Parts A and/or B

These members will now go through UnitedHealthcare Community Plan for all AHCCCS behavioral health and medical health care. Regional Behavioral Health Authorities (RBHA) will no longer provide dual-eligible members with behavioral health care. Your current RBHA will send your records to UnitedHealthcare.

You can keep your current providers and services for at least the first 90 days if you are actively under a provider's care. You will get an updated ID card from UnitedHealthcare Community Plan.



Questions? For more information on this change, call Member Services at **1-800-348-4058**.



Take a walk

Walking is a great way to exercise. It's relaxing, it's easy to work into your schedule and it's free. Plus, there are lots of health benefits. Walking for just 30 minutes a day can improve your health in many ways, including:

- **IMPROVING BLOOD SUGAR:** Exercising can help you keep a healthy blood sugar level. Besides eating well, it's the most important thing you can do. If you have diabetes, walking can go a long way.
- **LOWERING CHOLESTEROL:** Walking increases the level of good cholesterol and decreases the bad. This can help prevent heart problems.
- **WEIGHT LOSS:** If you weigh 150 pounds, walking for a half hour burns more than 100 calories. You don't need to run to lose weight.
- **BETTER MOOD:** Exercise decreases stress. It can also improve sleep and create a feeling of well-being.



Ask your doctor. Talk to your doctor before beginning an exercise program. If you have a disability, your doctor can suggest other ways you can get active.



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

KidsHealth Get reliable information on health topics about and for children and teens.

KidsHealth.org

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)**.



A is for Asthma™

Tips for understanding your child's asthma

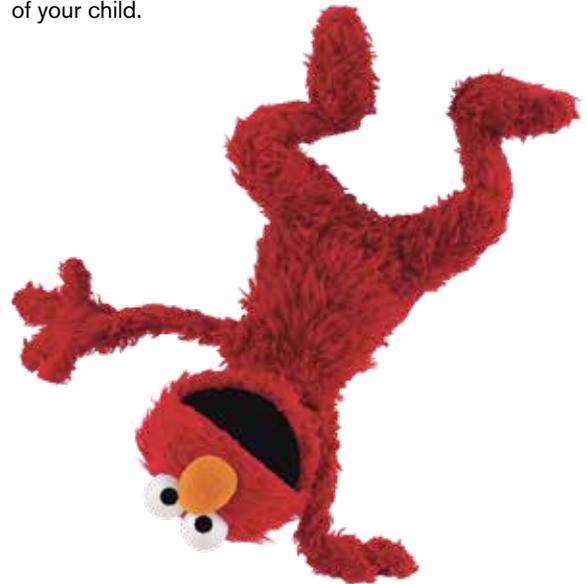
UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps children with asthma live healthier, more active lives.

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. Fill out the sheet and give a copy to anyone who takes care of your child.



TM/© 2015 Sesame Workshop



Partners in Healthy Habits for Life