



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK

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?

You can print your UnitedHealthcare Community Plan member ID card at **myuhc.com**. You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at **myuhc.com/CommunityPlan**.



The right care

How utilization management works

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



Questions? You can talk to our UM staff. Just call **1-800-348-4058 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.





BY THE BOOK

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about network providers.
- how your prescription drug benefits work.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- your member rights and responsibilities.
- our privacy policy.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-800-348-4058 (TTY 711)** to request a copy of the handbook.



The HPV vaccine

It's for all preteens.

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.

There is a vaccine for HPV. The vaccine works best when given before boys or girls become sexually active. Preteens 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 preteen's next checkup.



Need a new doctor? Need to find a doctor for your child? See our provider directory at myuhc.com/CommunityPlan or call Member Services at **1-800-348-4058 (TTY 711)**.

Sneezing season

Springtime is allergy time.

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- runny nose
- itchy nose or throat
- coughing
- wheezing or worsening asthma
- red, itchy or watery eyes

Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. And children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.



Learn more. To learn more about allergies and other children's health topics, call United-Healthcare Community Plan Member Services at **1-800-348-4058 (TTY 711)**.



Ask Dr. Health E. Hound

Q: When does my child need to see the PCP?

A: It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or EPSDT visits. Take your baby for well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months

Then, take your child or teen to his or her PCP every year.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health.



Beat the rush. If your child is due for a checkup, call to make an appointment today. Your child's PCP is listed on his or her member ID card. Try not to wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.



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)

Our website Use our provider directory or read your Member Handbook.

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)



DON'T EVEN START

A new study has linked five more deadly diseases to smoking. There were already 21 diseases known to cause early death in smokers. This brings the number of smoking-related deaths to more than a half million each year.

About 5.6 million kids who are under 18 today will die early from smoking. These deaths can be prevented. Prevention begins in adolescence.

Consider these facts:

- Nine out of 10 smokers started before age 19.
- Every day, 3,900 teens try their first cigarette.
- One quarter of teens who try smoking will become daily smokers.
- One in three of these teen smokers will die of a smoking-related disease.
- People who smoke die a decade before nonsmokers.



Quitting time? You can quit smoking for good with the right help. Call the Arizona Smoker's Helpline (ASHLine)

at **1-800-556-6222**. Or visit their website at **ashline.org**. They provide free phone and online coaching in English and Spanish.



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare has teamed up with Sesame Workshop to create *Lead Away!* This program gives families information on preventing lead poisoning. Make sure your whole family knows these simple steps to stay safe from lead.

- 1. STAY AWAY FROM DUST.** Tell your child not to touch dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.
- 2. LEAVE YOUR SHOES AT THE DOOR.** Taking shoes off at the door helps keep lead away from your home. It's an easy way to make sure that dirt and dust stay outside.
- 3. WASH YOUR HANDS BEFORE YOU EAT.** Show your child how to wash his or her hands well with soap and warm water. Together, wash your hands for at least 20 seconds. Try singing "Twinkle, Twinkle, Little Star" and keep scrubbing until you're done!

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 at ages 1 and 2.



Learn about lead! To learn more visit **sesamestreet.org/lead**. Download a *Lead Away!* wallet card plus a special activity for kids!



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