



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com](http://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](http://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 **1-877-542-9238 (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.



# Before baby

## Have a healthy pregnancy.

Nearly one third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for potential problems that might not have any symptoms. If you are at average risk, you will likely have the following tests, plus others your provider recommends for you:

- **FIRST VISIT:** Your blood will be drawn to check your blood type and test for anemia (low iron). Your blood will also be tested for certain STDs and immunity to German measles and chicken pox.
- **EVERY VISIT:** Your urine will be checked for protein and sugar. Too much sugar in your urine could mean you have gestational diabetes. Protein in your urine could signal preeclampsia, which is very high blood pressure in pregnancy. Your provider will also check your blood pressure and weigh you at each visit.
- **18–20 WEEKS:** You will probably have at least one ultrasound. Ultrasound uses sound waves to examine the fetus, placenta and amniotic sac for potential problems. It may also show the sex of the baby.
- **24–28 WEEKS:** Most providers order a glucose screening to check for gestational diabetes. Additional tests may be needed if your pregnancy is high risk or there seems to be a problem.



**Take the first step.** Healthy First Steps is a free program for pregnant women and new moms. It provides information and support. Call **1-800-599-5985 (TTY 711)** toll-free or visit **UHCBabyBlocks.com** to find out how you can join. You can also earn rewards for going to provider visits on time.

## 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/Community**

**Plan.** Or call Member Services toll-free at **1-877-542-9238 (TTY 711)** to request a copy of the handbook.





# 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.

There is a vaccine for HPV. The vaccine works best when given before boys or girls become sexually active. Pre-teens 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.



**Need a new doctor?** Need to find a doctor for your child? See our provider directory at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services at **1-877-542-9238 (TTY 711)**.

## Q&A

**Q.** What's the best way to quit smoking?

**A.** There are many resources that can help you quit smoking. Medications can help. You can get support on the phone or online. There are classes you can take in person. Keeping a craving journal or counting how much money you are saving by not smoking can also help. For the best results, use as many resources as you can. Talk to your doctor about creating a quit plan that's right for you.



## Stay on your toes

According to the Centers for Disease Control and Prevention, more than one in three people age 65 and older fall each year. Here are some tips to help keep you on your feet:

- **TALK TO YOUR DOCTOR.** He or she can check to see if your medications are making you dizzy or drowsy.
- **EXERCISE REGULARLY.** Being active can keep you strong and improve balance.
- **GET YOUR VISION CHECKED EACH YEAR.** Wear the right glasses or contact lens prescription.
- **EAT FOR BONE HEALTH.** Get plenty of calcium and vitamin D from dairy products and green vegetables.
- **REMOVE HOME HAZARDS.** Throw rugs and clutter can cause you to trip.
- **TURN UP THE LIGHTS.** Low lighting can hide tripping hazards.
- **ADD HANDRAILS TO STAIRS AND HALLWAYS.** Install grab bars by the tub and toilet.



**Talk it up.** Be honest with your provider about any falls you have, even if you don't get hurt. Tell your provider if you ever feel dizzy or unsteady. Your PCP can help you prevent falls.

## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-877-542-9238 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-855-575-0136 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).  
**1-800-599-5985 (TTY 711)**  
**UHCBabyBlocks.com**

**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)**

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



## Safety first

### 6 tips for medication safety

- 1. KNOW YOUR DRUGS:** Learn their names and possible side effects. Know why you need them. Ask how to take them, how much to take and how often to take them. Never take more or less of a drug without talking to your doctor. Never take drugs that were intended for someone else.
- 2. AVOID INTERACTIONS:** Tell your doctor and pharmacist about any other drugs or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. DON'T STOP:** You may feel better before the medicine is gone. But keep taking it for as long as your doctor tells you to. With some drugs, you must finish the entire prescription for it to work.
- 4. HEED WARNINGS:** Ask your doctor about any foods, beverages or activities you should avoid while taking a drug.
- 5. WATCH OUT FOR SIDE EFFECTS:** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. GET CHECKED:** Some medication dosages need to be monitored. Ask your doctor if the medications you take require you to get regular blood tests.



**It's listed.** UnitedHealthcare has a list of preferred prescription drugs. Find out if your medicine is on the list. Call **1-877-542-9238 (TTY 711)** or visit **myuhc.com/CommunityPlan**.

