



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Did you know?

About 20 percent of teens are obese. So are about 17 percent of children aged 6 to 11.



Know your BMI

Are you at a healthy weight?

Two out of three adults are overweight or obese. So are one out of three children. Being overweight puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This number tells you if your weight is too much for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



Know your number. Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at cdc.gov/healthyweight/assessing/bmi.

UnitedHealthcare Community Plan of Louisiana
 P.O. Box 31341
 Salt Lake City, UT 84131-0341

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What to expect

Remember your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife 21–56 days after you give birth. If you had a Cesarean section, you should also see your doctor or midwife two weeks after you give birth. At your postpartum checkup, your provider will:

- check to make sure you are healing well from childbirth
- screen you for postpartum depression

- do a pelvic exam
- let you know if you are ready to start having sex again
- talk about birth control options
- answer questions about breast-feeding and examine your breasts



Pregnant? Join Healthy First Steps. This free program provides support and information. Call **1-877-813-3417 (TTY 711)** to learn more.

Ask Dr. Health E. Hound

Q: Why does my child need to be tested for lead?

A: Lead is a naturally occurring metal. It can be found in many places. It's common in older homes, in soil near busy roads, and in some imported products. Children can inhale or swallow lead.

Lead poisoning can cause serious problems. It can affect your child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, there are treatments that can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Learn more. Read about lead poisoning and other children's health topics at UHCommunityPlan.com/LAKids.

The right care

How utilization management works

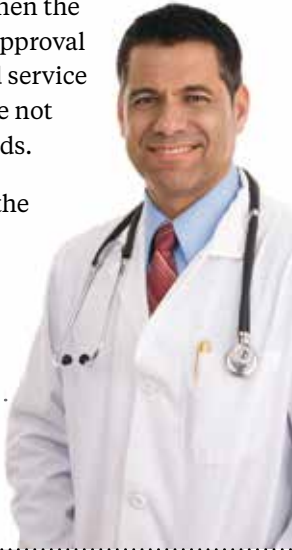
UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

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.

You have 30 days to file a grievance from the date of the event that caused you to be unhappy. We will tell you when we have your grievance. We will finish reviewing your case within 90 days.



Questions? You can talk to our UM staff. Just call **1-866-675-1607 (TTY 711)**, toll-free.



Facts at your fingertips

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

Parents: Find answers you can trust. Get doctor approved, easy to understand advice.

Kids: Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.

Teens: Find straight talk and personal stories. Get answers and advice on questions about your body and mind.



Visit today. Visit us at home, school, the library or anywhere in between. For healthy facts at your fingertips, visit **UHCommunityPlan.com/LAkids** today.

Your partner in health

Your primary care provider (PCP) is the person you turn to when you are sick. He or she provides or coordinates your health care. But your PCP also wants to see you when you are well. Well visits help you and your provider get to know each other. They are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had
- any mental health or substance abuse treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



See your PCP. You should feel comfortable with your PCP. If you are not, choose a new one. Visit **myuhc.com/CommunityPlan** or use the Health4Me app. Or call Member Services toll-free at **1-866-675-1607 (TTY 711)**.





Resource corner

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

1-866-675-1607 (TTY 711)

Monday–Friday, 7 a.m.–7 p.m.

Mental Health and Substance Use Crisis Line Get 24/7 help for behavioral health problems (toll-free).

1-866-675-1607 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-440-9409 (TTY 711)

Baby Blocks Join a rewards program for pregnant women and new moms.

UHCBabyBlocks.com

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

Our website and app Find a provider, read your Member Handbook or see your ID card, wherever you are.

myuhc.com/CommunityPlan

Health4Me

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

UHCCommunityPlan.com/LAkids

Fraud and abuse

If you suspect a recipient or a doctor, clinic, hospital, home health service or any other kind of medical provider is committing Medicaid fraud, report it. If you become aware of potential fraud or abuse, report your complaint by calling Member Services at **1-866-675-1607 (TTY 711)**.



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 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
- your member rights and responsibilities
- our privacy policy
- if, when and how you may need to submit a claim
- where, when and how to get the care you need when you need it, including physical and mental health and substance use treatment services
- 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 **1-866-675-1607 (TTY 711)** to request a copy of the handbook.

