



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.



Quit tips

How to quit smoking

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.



Let us help. Smoking cessation services are covered by your plan. You can get medications and counseling. Call Member Services toll-free at the number listed in the Resource Corner on page 4 of this newsletter to learn more.

UnitedHealthcare Community Plan
P.O. Box 1037
New York, NY 10268

PRSRST STD U.S. Postage
PAID
United Health Group



Pregnant?

If you are an Essential Plan member, please call **1-888-617-8979** to request medical benefits for your unborn baby. We can help you apply.

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 six weeks after you give birth. If you had a Cesarean section, you should also go 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 **KidsHealth.org**.


The right care

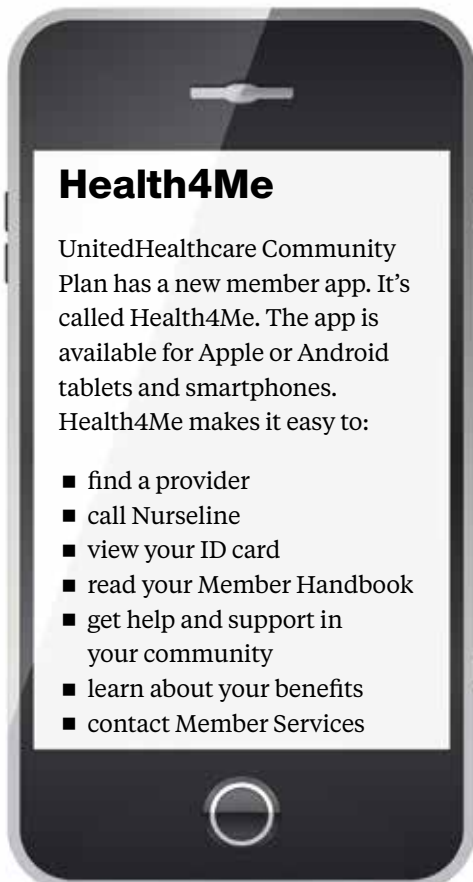
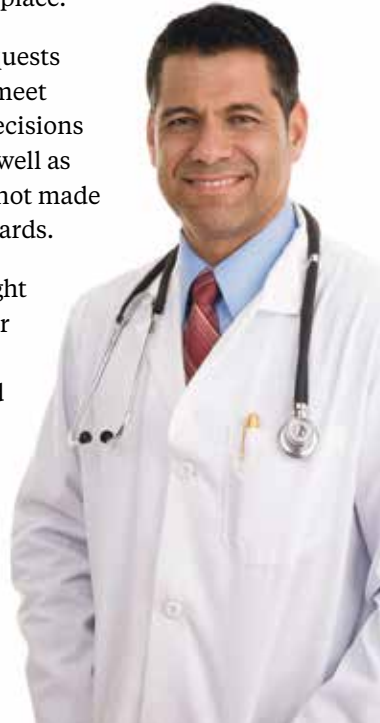
How utilization management works

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. Call Member Services toll-free at the number listed in the Resource Corner on page 4 of this newsletter.



Health4Me

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider
- call Nurseline
- view your ID card
- read your Member Handbook
- get help and support in your community
- learn about your benefits
- contact Member Services



Scan to download mobile app.



Download it today.

Do you use a tablet or smartphone? Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.

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 the number listed on page 4 of this newsletter.





Resource corner

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

Medicaid/CHIP: 1-800-493-4647 (TTY 711)

Wellness4Me: 1-866-433-3413 (TTY 711)

Essential Plan: 1-866-265-1893 (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](https://twitter.com/UHCPregnantCare)

[@UHCEmbarazada](https://twitter.com/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.

KidsHealth.org

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 primary, after-hours, behavioral health, specialty, hospital and emergency care
- 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 the number listed at the left to ask to have a copy mailed to you.

