



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.**



Did you know?

There are 6.3 million children in the United States with asthma. This is 8.6 percent of the under-18 population.



Do you smoke?

Set a good example for your children.

Second hand smoke is dangerous, especially to babies and children. When you smoke, it also sets a bad example for your children. There are many resources that can help you quit smoking.

Medications can help. Support is helpful, and is available on the phone, online, or in person. Group and one-on-one options are available. 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.



Help is available. Visit the Arizona Smoker's Helpline at **ASHline.org** or call **1-800-556-6222**. You can get free help from a quit coach.

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UnitedHealthcare Community Plan
1 East Washington, Suite 800
Phoenix, AZ 85004

Baby teeth

When should you start taking care of your baby's teeth? Before he or she has any! Here's a timeline for starting a lifelong habit of good dental care.

1. Before teeth come in, gently rub a clean, damp washcloth over your baby's gums from time to time.
2. When first teeth come in, brush with a dry, soft child's toothbrush or wipe with gauze once a day.
3. When your baby turns 1 year old, it's time for a visit to a dentist. Choose one who specializes in children.
4. When most baby teeth are in, ask the dentist about fluoride treatments.
5. When your child is about 2 years old, you can use a pea-sized amount of toothpaste. Help your child brush twice a day and floss regularly.
6. When permanent teeth start coming in, talk to the dentist about applying sealants.



Need a dentist? Visit myuhc.com/CommunityPlan or call **1-800-348-4058, TTY 711**, to find a dentist who accepts your health plan.

Ask Dr. Health E. Hound

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

A: Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a 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, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Protect your baby. If you are pregnant, get tested for lead.

Lead can pass from you to your unborn baby. Talk to your doctor to learn more.

The right care

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 requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



Questions? Just call **1-800-348-4058, TTY 711**, toll-free.

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)
- What costs you may have for health care
- 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
- What to do if you get a bill
- 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.



Springtime word search

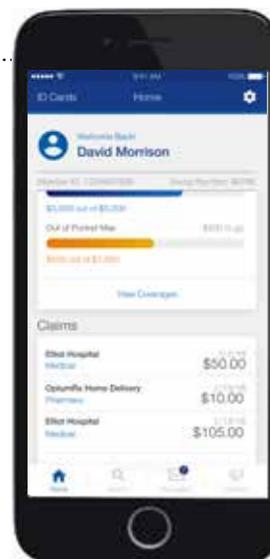
GARDEN HELMET HIKE
 RUN WATER KITE
 BIKE SUNSCREEN PICNIC

T R U N K O K U Z N
 W A T E R K I E E E
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Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.

Health4Me has many of the same features as your secure member website, myuhc.com/CommunityPlan. You can pull up your digital member ID card, search for network doctors and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.



 **Don't wait.** Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play.



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 and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me

A Notice of Privacy Practices tells you how we use and protect your health information. You can find the Notice of Privacy Practices on our web site,
UHCommunityPlan.com

loveisrespect Teens can ask questions about dating violence and talk to a teen or adult (toll-free).
1-866-331-9474, TTY 1-866-331-8453
loveisrespect.org

Baby be safe

You can avoid giving your baby HIV.

Without treatment, pregnant women with HIV are likely to give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

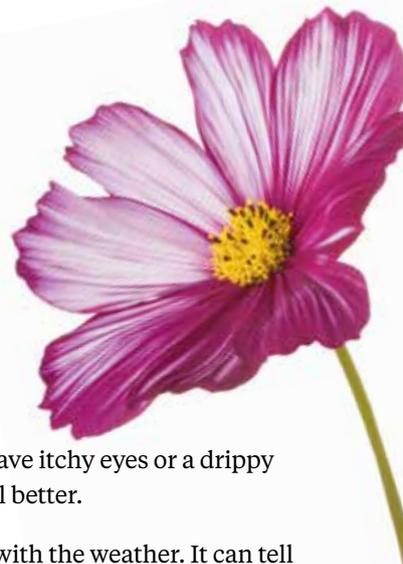
Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



Pregnant? Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit **myuhc.com/CommunityPlan**.

Spring is here!

When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.



- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider's orders for treating other allergy symptoms.

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**.