



THE KEY TO A GOOD LIFE IS A GREAT PLAN

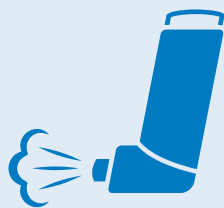
Health TALK

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.



Sleep tight

Tips for preventing SIDS

You can reduce the risk of sudden infant death syndrome (SIDS). SIDS is when a baby dies of unknown cause in his or her sleep. The most important way to prevent SIDS is to always place your baby on his or her back to sleep, for naps and at night. Other tips include:

- Put your baby's sleep area next to where you sleep. Share a room, but not a bed.
- Use a firm sleep surface, such as a mattress in a safety-approved crib, covered by a crib sheet.
- Do not put pillows, blankets, bumpers, or stuffed animals in the crib.
- Dress your baby in lightweight clothing for sleep. Make sure nothing covers your baby's head.
- Do not smoke around your baby.



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Brushing for two

When you're pregnant, you're eating for two — but you're also brushing for two. Being pregnant can be hard on your teeth and gums. Gum disease has been associated with pregnancy complications. After you give birth, germs from your mouth can be passed to your baby by kissing or sharing a spoon. When you take care of your teeth and gums, it can make a difference for your baby, both before and after birth.

- Brush your teeth at least twice daily using a fluoride toothpaste.
- Floss at least once a day and rinse daily with a fluoride mouthwash.
- Choose healthy foods like fruits and vegetables, and avoid sugary or starchy snacks and soda.
- Visit your dentist at least once during your pregnancy. He or she can clean your teeth and help you control any tooth decay or gum disease. A dental visit is safe any time during your pregnancy.



Need a dentist? Visit myUHC.com/CommunityPlan or call **1-800-348-4058, TTY 711**, toll-free 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.



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.




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.

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.



Spring is here!

Coping with seasonal allergies and asthma

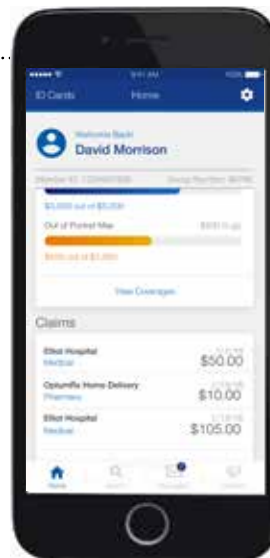
When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.


- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden, or exercise outdoors,** enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **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.

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, **UHCCommunityPlan.com**

National Domestic Violence Hotline Get 24/7 support, resources and advice for your safety (toll-free). **1-800-799-SAFE, TTY 1-800-787-3224**
thehotline.org

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**.



Expect rewards

Join Baby Blocks.

Are you expecting a baby? Join Baby Blocks. It's an incentive program for pregnant women and new moms. You can earn up to eight gifts for going to important prenatal, well baby, and postpartum visits. Rewards range from health items, to toys and books, to gift cards.

When you join Baby Blocks, you get more than rewards. You get email and text reminders about upcoming visits. You also get helpful health information at each stage of pregnancy and new parenthood.



Join today. Just visit **UHCBabyBlocks.com**.

Health on time

Timely prenatal and postpartum care can help you have a healthy pregnancy, delivery, and recovery. Here's when to see your doctor or midwife:

- 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 (plus two weeks after delivery if you have a C-section)

