

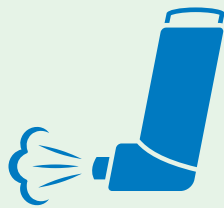


THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



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.



(Centers for Disease Control and Prevention)



Antibiotics are overused

Know when they are needed.

Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed.

Bacteria do not cause most illnesses. Antibiotics do not help with these illnesses. Only time will make them better. These illnesses include colds and flu, which are caused by viruses. Viruses are also usually the cause of ear infections, upper respiratory infections, bronchitis, and sinus infections.

UnitedHealthcare Community Plan
PAID
FIRST CLASS U.S. POSTAGE

UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131

Check out check-ups

Pre-teens and teens need annual doctor visits.

Your child needs check-ups every year through the teen years. At each visit, the doctor will check your child's body mass index (BMI), which is a measure of body fat based on height and weight. The doctor will discuss risky behaviors, safety, physical activity, and nutrition with your teen.

Your child will also get any shots or screening tests he or she needs. Ask the doctor about the following shots:

- **HPV:** Given in a three shot series between ages 9 and 13 to prevent human papillomavirus;
- **Meningococcal Conjugate:** Given between ages 11 and 13 to prevent bacterial meningitis; and
- **TDAP:** Given between ages 10 and 13 to prevent tetanus, diphtheria, and pertussis.



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. See myuhc.com/CommunityPlan or call **1-800-941-4647, TTY 711**, to get a copy.

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 the 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 **1-800-941-4647, TTY 711**, toll-free.




Learn more. Read about lead poisoning and other children's health topics at 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)
- 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, waste, and abuse

 **Get it all.** You can read the Member Handbook online at myuhc.com/CommunityPlan, or call Member Services toll-free at **1-800-941-4647, TTY 711**, to request a copy of the handbook.



You first

Are you due for a woman's health screening?

Women often put the needs of their families first, but, if you are not healthy, you cannot take care of your family. Make your health a priority. Are you due for any of the following tests?

- **Breast cancer screening:** Women should get their first mammogram, called a baseline mammogram, between 35 and 40 years old. Women aged 40 to 75 should have a mammogram every year or follow their doctor's recommendations.
- **Colorectal cancer screening:** Colonoscopy for men and women should be performed every eight to 10 years beginning at age 50.
- **Cervical cancer screening:** Pap screening is needed for women every three years ages 20 to 65. HPV tests should also be done every five years between ages 30 and 65.
- **Chlamydia screening:** Experts recommend sexually active women and teens aged 25 and younger get tested for chlamydia each year.

Baby teeth

Here's a timeline for a lifelong habit of good dental care.

- Before teeth come in, gently rub a clean, damp washcloth over your baby's gums from time to time.
- When first teeth come in, brush with a dry, soft child's toothbrush or wipe with gauze once a day.
- When your baby turns 1 year old, or when your baby's first tooth comes in, it's time for a visit to a dentist. Choose one who specializes in children. Go twice a year through age 20. Ask the dentist about fluoride treatments.

- 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.
- When permanent teeth start coming in, talk to the dentist about applying sealants.



Need a dentist? Visit myuhc.com/CommunityPlan or call **1-800-941-4647, TTY 711**, to find a dentist who accepts your health plan.



Resource corner

Member Services Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).
1-800-941-4640, TTY 711

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.
myuhc.com/CommunityPlanHealth4Me

KidsHealth Get reliable information on health topics for and about kids.
KidsHealth.org

QuitLine Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (1-800-784-8669), TTY 711
smokefree.gov

National Domestic Violence Hotline Get 24/7 support, resources, and advice for your safety (toll-free).
1-800-799-SAFE (7233), TTY 1-800-787-3224
thehotline.org



Partners in care

How you can help your providers work together

Your primary care provider (PCP) may not be the only person who provides your health care. That is why it is important that your care be coordinated. This can help avoid duplication of services and medications. You will benefit when your PCP, other health care providers, and your health plan coordinate your care. They will be working together to give you the right care, at the right time, and in the right setting. Here's how you can help:

- Tell your PCP about all the specialists you see. Talk about any tests, treatments, or medications that a specialist has prescribed or suggested.
- Ask your specialist to contact your PCP directly and send a copy of your medical report and results. This helps to avoid having the same test or treatment twice. It can prevent problems from taking two or more drugs that should not be used together.
- When you go to a specialist, ask for a copy of your medical report and results. Bring a copy to your PCP. It's a good idea to keep a copy for yourself.
- If you have been to the emergency department or have had a hospital admission, be sure to tell your PCP.
- If your PCP or specialist orders a test, ask when to expect your test results. Find out how you will get the test results: by phone; letter; or online on a secure patient portal. Be sure to learn about all your test results, even when results are normal. This helps you and your doctor to make sure no test results are missed.