

THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



On My Way

On My Way is an interactive website that helps teens get ready for real life. It helps teens learn about money, housing, work, and more. It's easy and fun to use. Teens can learn how to be more independent. Visit uhcOMW.com to learn more.

Sunny days

4 tips to prevent summer sunburns

- 1. Keep babies under 6 months old out of direct sunlight.**
Use an umbrella or stroller canopy when going for walks.
- 2. Rub a thick coat of sunscreen on children older than 6 months.** Choose one that says "broad spectrum" and has an SPF of at least 15. Reapply often.
- 3. Dress your child for the sun.** Use lightweight, long-sleeved shirts and long pants. Add a hat with a wide brim and sunglasses with UV protection.
- 4. Plan visits to the park, pool, or beach** for the early morning or late afternoon. Avoid being out when the sun is strong in the middle of the day.



United Health Group
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UnitedHealthcare Community Plan
6220 Old Dobbin Rd.
Columbia, MD 21045

Under control

Keep close tabs on your diabetes.

If you have diabetes, you need to make your health a priority. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test:** This test shows how well your blood sugar has been controlled over the last 2 to 3 months. Get your A1c tested 2 to 4 times per year.
- **HDL (good) cholesterol:** Controlling cholesterol is important for heart health. HDL should be more than 40 for men and 50 for women. Get this test once a year.
- **Kidney function:** Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.
- **Dilated eye exam:** High blood sugar can cause blindness. Your eye doctor will look at the inside of your eyes. This test helps find problems before you notice them. Get this test once a year.



Do you have diabetes?

Call Member Services

toll-free at **1-800-318-8821**,
TTY 711, Monday–Friday,
8 a.m.–7 p.m. ET. Ask about
disease management programs
that can help you manage your
condition.

We care

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers, and outside agencies. They help people with:

- Physical disabilities
- Serious mental illness
- Complex health problems
- Other special needs

We also have programs for members with certain conditions. For example, we provide support for members with diabetes or who are pregnant.



How can we help?

Take a Health Assessment at
myuhc.com/CommunityPlan.

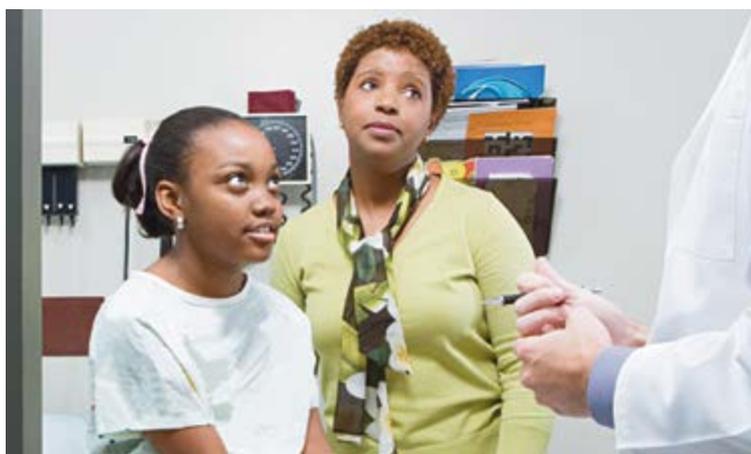
Or take it over the phone by calling
Member Services toll-free at
1-800-318-8821, **TTY 711**, Monday–
Friday, 8 a.m.–7 p.m. ET. This short
survey will help find programs that
are right for you.

Don't take the risk

Three in four people will be infected with human papillomavirus (HPV) in their lifetime. You can get HPV by having sexual contact with someone who has the virus. Most of the time, it causes no problems and goes away. But sometimes, it can cause cancer.

There is a vaccine for HPV. The vaccine works best when given before boys and girls become sexually active. Preteens should get it at age 11 or 12. But it can be given as early as age 9 and as late as age 26.

The HPV vaccine is given as a series of two or three shots, depending on when the series is started. Ask about the HPV vaccine at your preteen's next checkup.



Ask the PCP. Be sure to talk to your child's PCP about what you think is best for your child. Discuss what works and what doesn't. Tell the PCP about any concerns you may have.



Bring it down

6 tips for lowering blood pressure

Controlling your blood pressure can help you prevent heart disease. If you have hypertension (high blood pressure), these tips can help you lower it. If your blood pressure is normal, these tips can help keep it that way.

- 1. Maintain a healthy weight.** Lose weight if your doctor says you should.
- 2. Get moving.** Aim for 30 minutes of moderate activity a day.
- 3. Eat well.** Eat more fruits, vegetables, and lean proteins. Reduce saturated fat. Read labels on packaged foods.
- 4. Reduce sodium.** Choose other spices to add flavor to foods. Limit processed and restaurant foods.
- 5. Limit alcohol.** One drink a day for women or two for men is a moderate amount. Or, don't drink any alcohol.
- 6. Take your medicine.** If your doctor prescribes blood pressure medicine, take it as directed. Use notes, alarms, or phone calls to help you remember.



Get checked. A healthy blood pressure is 120/80 or lower. High blood pressure is 140/90 or higher. A reading in between is considered prehypertension, or borderline high blood pressure.

Teen time

Checkups are important during adolescence.

Checkups help keep kids healthy at any age. Even preteens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well.

Your child's body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The doctor and your child can discuss risky behaviors. These include substance abuse and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests he or she needs.

When the preteen years start, it's time for another round of shots. Tdap, HPV, and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. Visit myuhc.com/CommunityPlan or call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.



Know the signs

Could your child have diabetes?

Type 2 diabetes used to be called adult-onset diabetes. Today, it is becoming more common in kids. Symptoms usually start so slowly you might not notice them. Some people with type 2 diabetes have no symptoms. Ask your child's doctor to check for diabetes if your child:

- Urinates often or starts wetting the bed
- Is very thirsty or hungry
- Loses weight, or doesn't gain weight as he or she grows
- Often feels tired
- Takes a long time for wounds to heal
- Gets yeast infections before puberty
- Has blurred vision
- Has fruity-smelling breath
- Gets dark, thick patches of skin around the neck, armpits, or groin



The waiting game

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes:

- Emergency: immediate
- Urgent PCP visit: same day
- Routine PCP visit: within 14 days
- Specialist visit: within 30 days of referral
- Post-hospital discharge visit: within 7 days



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-800-318-8821, TTY 711**, Monday–Friday, 8 a.m.–7 p.m. ET.

24/7 access

Your primary care provider (PCP) works with you to provide access to health care services. Your PCP will provide medically-necessary covered services. He or she will refer you to a specialist if needed. As part of your benefits, you can get certain services without prior authorization or referral by your PCP.

You are not required to contact your primary care provider in emergent/urgent situations. However, your PCP must provide telephone coverage 24 hours per day, seven days per week. It's best to call your PCP first, whenever you need care.



Hello, nurse! If you are not sure if the problem is an emergency or not, you can also talk to a nurse at NurseLine. Just call **1-877-440-0251, TTY 711, 24/7**.



Doctor's orders

Not taking your prescribed medication?

Did you know that not taking your prescribed medication could land you back at your healthcare provider's office? It could also send you to the emergency room or even get you admitted to the hospital.

Your medication is prescribed to improve your health and well-being. It is for your specific illness or condition. Your provider knows your history and decided this medication is the best for you.

Do not stop taking the medication without speaking to your provider first. If it is making you feel sick or causing side effects like pain, nausea, cramps, or dizziness, call your provider immediately. Do not switch over-the-counter medication for the one prescribed for you. Stopping your medication or using another one instead can make you sick or not help you get better.

Call your provider's office and explain what is going on. Tell your provider how and what you are feeling. The medication may be changed or the dose changed. If you are uncomfortable talking with the doctor, ask to speak to the nurse. Your provider cares about you, but cannot help you if you do not share what is going on.

Better breathing

Are you using your rescue inhaler too much?

If you have asthma, you can feel better every day. Just use your controller medication as prescribed by your health care provider. An asthma attack can occur very quickly. You can have fewer asthma attacks by using your controller medication.

Using your rescue inhaler too much means your asthma is not under good control. If you are using your rescue inhaler often, ask yourself why. Reasons may include:

- You don't like the new controller medication.
- The rescue inhaler works better.
- You can't get your old medication anymore.



Gain control. Are these some of your reasons for using your rescue inhaler more? Talk to your health care provider or the office nurse. He or she can help you find a solution.

Resource corner

UnitedHealthcare Member Services:

1-800-318-8821, TTY 711
Monday–Friday, 8 a.m.–7 p.m. ET

24/7 NurseLine: 1-877-440-0251, TTY 711

Public Behavioral Health System:

1-800-888-1965, TTY 711

Transportation: Contact your Local Health Department.

Special Needs Unit:

1-800-460-5689, TTY 711

Special Needs Coordinator:

443-896-9081, TTY 711

UnitedHealthcare Outreach:

443-896-9147, TTY 711, or toll-free
1-866-735-5659, TTY 711

UnitedHealthcare Health

Education: 1-855-817-5624, TTY 711

Healthy First Steps:

1-800-599-5985, TTY 711

Department of Human Resources:

1-800-332-6347, TTY 711

Maryland Health Connection:

1-855-642-8572, TTY 711
MarylandHealthConnection.gov

Maryland Medical Assistance Help Line:

1-800-284-4510, TTY 711

Maryland Healthy Smiles Dental Program:

New phone number: 1-855-934-9812, TTY 711

UnitedHealth Group Customer Care

Fraud Hotline: 1-866-242-7727, TTY 711

HealthChoice Fraud Hotline:

1-866-770-7175, TTY 711

Interpretation Services: Call Member Services to request interpretation services for your medical visits.

Recipe for health

Go beyond guacamole.

Avocados are rich in healthy fats, fiber, and potassium. Their creamy texture and mild flavor makes them a welcome addition to many recipes. Enjoy half of a ripe avocado smashed onto a slice of whole-wheat toast and sprinkled with salt and pepper for a satisfying breakfast or snack. Or try them in this smoothie:

Ingredients

- ¼ cup pineapple juice
- 1 (6-oz.) pkg. Greek-style nonfat yogurt
- 1 frozen ripe banana, peeled and broken into pieces
- ½ ripe, fresh Hass avocado, seeded and peeled

Instructions

Place all ingredients in a blender and puree until smooth. Add a little honey or maple syrup if using plain, unsweetened yogurt. If you use a fresh banana, add a few ice cubes to the blender.



Nurse on call

UnitedHealthcare has a 24/7 NurseLineSM. You can talk to an experienced nurse, day or night. NurseLine can help you with a variety of concerns. A nurse can:

- Educate you on your illness or condition
- Give you advice for self-care
- Help you decide how quickly you need to see a doctor
- Tell you the best place to get care for your illness or injury



Call anytime. Call NurseLine 24/7 at **1-877-440-0251, TTY 711.**