



# HealthTALK

SPRING 2018



## Health4Me®

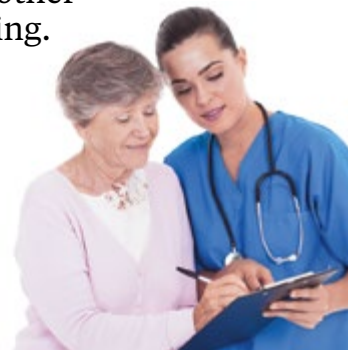
Do you have the UnitedHealthcare **Health4Me®** mobile app? **Health4Me** works like the secure member website, **myuhc.com/CommunityPlan**. View your digital member ID card, search for network doctors or see your benefits. Download **Health4Me** from the App Store or Google Play today.

## Take charge.

Prepare to see your provider.

Preparing for your provider’s visit can help you get the most out of it.

1. Think about what you want to get out of the visit before you go. Try to focus on the top three things that you need help with.
2. Tell your provider about any drugs or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. Tell your provider about other providers you may be seeing. Mention any medications or treatments they have prescribed for you. Also bring copies of results of any tests you have had.



UnitedHealthcare Community & State  
13655 Riverport Drive  
Maryland Heights, MO 63043

AMC-046-MO-CAID



# Health equity.

## How we use and protect cultural data.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data.



**Learn more.** Want more information on our health equity programs? Visit [uhc.com/about-us/health-equity](https://myuhc.com/about-us/health-equity).

You may also call Member Services toll-free at **1-866-292-0359, TTY 711**, for more information.



## Your partner in health.

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP.

Teens have different health needs than children. Maybe it is time for your teen to have a PCP who treats adults.

If your PCP isn't right for you, you can switch at any time. You can learn more about your health plan providers online or by phone. Information available includes:

- Address and phone number.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school and residency (by phone only).

Members have the right to request and receive a printed copy of the provider directory. A copy will be sent to you within 5 days of your request at no cost.



**Check it out.** To find a new PCP, call us toll-free at **1-866-292-0359, TTY 711** or visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).



## Top quality.


### Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings.
- Vaccinations.
- Physical exams.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.

 **Get it all.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-866-292-0359, TTY 711.**




## Your privacy is important.

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- How we may use PHI and FI.
- When we may share PHI and FI with others.
- What rights you have to your family's PHI and FI.

 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Member Services toll-free at **1-866-292-0359, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Smile.

### Sealants prevent cavities.

Dental sealants are thin coatings painted onto the chewing surfaces of your child's back teeth (molars). Applying sealants is fast, easy and painless. Sealants produce a smooth surface that can be easily brushed and will last for years. A smooth surface is less likely to allow bacteria to lodge in the teeth and cause cavities.

Sealants should be applied twice. The first time is when your child gets his or her first permanent molars. This will be around age 6 or 7. The second time is when their second set of molars comes in. This will be around age 11 or 12.

Sealants are usually covered by dental insurance as a preventive service.

## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. They help people with:

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

Please see your Member Handbook for more information on Care Management Services.



**How can we help?** Take a Health Assessment at [myuhc.com/](https://myuhc.com/)

**CommunityPlan.** Or take it over the

phone by calling Member Services toll-free at **1-866-292-0359, TTY 711.** This short survey will help find programs that are right for you.

## The right care.

UnitedHealthcare Community Plan does utilization management (UM). It's how we make sure our members are getting the right care.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and your benefits. We do not reward doctors or staff for denying services. We do not pay anyone to provide less care. Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



**Questions?** You can talk to our UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-866-292-0359, TTY 711,** toll-free.



## STDs can be silent.

Many sexually transmitted diseases (STDs) have no signs or symptoms. You can't see if your partner has one. You may not know you have one, and then pass it to your partner. Some STDs can be cured. However, if not treated, they can cause permanent damage.

You can get an STD from any intimate contact. The only way to prevent STDs is to not have skin-to-skin contact. But there are other things you can do to keep from spreading STDs, such as:

- Use a latex condom every time you have sexual contact of any kind.
- Limit the number of sexual partners you have.
- Tell your health care provider about your sexual activity. Be honest.
- Get tested. There are tests for most STDs. For example, sexually active women aged 25 and under should get tested for chlamydia each year.



**Find Dr. Right.** See your primary care provider for STD counseling and testing. Need a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me™** app. Or call Member Services toll-free at **1-877-542-9238, TTY 711.**



## 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.



## Resource corner.

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

**1-866-292-0359, TTY 711**

**Our website and app:** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)  
Health4Me®**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).

**1-866-351-6827, TTY 711**

**Text4baby:** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps®:** Get support throughout your pregnancy.

**1-800-599-5985, TTY 711**

**Baby Blocks<sup>TM</sup>:** Earn rewards for timely prenatal and well-baby care.

**[UHCBabyBlocks.com](http://UHCBabyBlocks.com)**

**KidsHealth®:** Get reliable information on health topics for and about kids.

**[UHC.com/kids](http://UHC.com/kids)**



## By the book.

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health plan. It explains:

- Your member rights and responsibilities.
- The benefits and services that are covered.
- The benefits and services that are not covered (exclusions).
- How to find out about network providers.
- 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.
- Our privacy policy.
- What to do if you get a bill.
- How to voice a grievance or appeal a coverage decision.
- How to ask for an interpreter or get other help with language or translation.
- How the plan decides if new treatment or technologies are covered.
- How to report fraud and abuse.

 **Get it all.** You can read the Member Handbook online at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**. Or call Member Services toll-free at **1-866-292-0359, TTY 711**, to request a copy of the handbook.