



# HealthTALK

FALL 2018



## Plan to quit.

Every November, the Great American Smokeout asks everyone to quit smoking. You can quit for just that one day. Or it could be the first day of a permanent, healthy change.

There is no way to safely use tobacco. Make a plan to quit on November 15. Louisiana citizens can use Quit With Us LA for support in trying to quit smoking or using tobacco. Call **1-800-QUIT-NOW (1-800-784-8669)** or visit **[quitwithusla.org](http://quitwithusla.org)** to learn more.

## Mammograms save lives.

Today, there are more than 3 million breast cancer survivors in the U.S. This is because more women are getting mammograms. A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer if your doctor finds it early. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. Together, you can create the best screening schedule for you.



**Are you at risk?** Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-866-675-1607**, **TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

UnitedHealthcare Community Plan of Louisiana  
P.O. Box 31341  
Salt Lake City, UT 84131-0341



## Behavioral health.


Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders.
- Depression.
- Attention deficit hyperactivity disorder (ADHD).
- Seasonal affective disorder (SAD).
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

# Life is a gift.

## Meet UnitedHealthcare member Noah Bracey.

Noah Bracey is a 5-year-old boy who lives with his family in Gretna, Louisiana. He is a special needs member with a rare joint disorder called arthrogryposis. This disorder is described as multiple joint stiffness and muscle weakness found throughout the body at birth. In Noah's case, he has locked joints in his elbows and knees. He can't bend them. His back is curved like a backward "C." He can only sit with the help of a back brace.

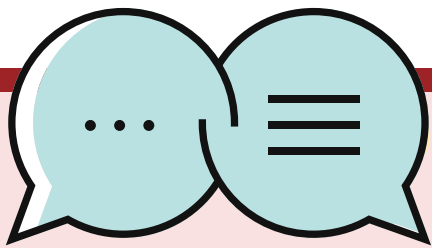
Noah's condition requires 24/7 care and support from his family. He loves books and flash cards. He really likes books with animals, letters, numbers and shapes. His mom says he is very happy and that he never complains. His nurse says he is a typical 5-year-old.

Noah has a tube in his throat so he can no longer talk. But that does not stop him from telling his mom what he wants through sounds and smacks. She says, "He definitely knows what he wants, has his own routine and loves to drink chocolate milk."

Two UnitedHealthcare case managers work with Noah and his family to get him the care he needs. Noah's mom says they both are so helpful and nice. She knows she can call them any time she needs something.

Noah's journey continues with ongoing talks with doctors in New Orleans and Philadelphia around possible options to release the tightness in his spine to give him a better quality of life. No matter the challenges he faces, his family is committed to being there for Noah.





## Culture club.

We want members of all cultures and languages to get the care they need. Let your providers know what language you prefer reading and speaking in. Tell them if you have any special cultural needs. In-person interpreters and signers for the deaf are available at no cost to you. Your doctor's office can help you with coordination. If you need to receive care in a language other than English, we can help. We can also provide materials for members with visual impairment.



**Get help.** We provide free services to help you communicate with us, such as letters in other languages or large print. Or, you can ask for an interpreter. Please call Member Services toll-free at **1-866-675-1607**, **TTY 711**, Monday–Friday, 7 a.m.–7 p.m., for more information.



## Toothache?

A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.

That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



**Smile.** Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-866-675-1607**, **TTY 711**, Monday–Friday, 7 a.m.–7 p.m.

# Fraud, waste and abuse.

## If you see something, say something.

Most Medicaid members and providers are honest. However, even a few dishonest people can cause big problems. If you know fraud, waste or abuse is taking place, you must tell someone. You don't have to give your name.

Fraud, waste and abuse by members includes:

- Letting someone else use your plan or state Medicaid card or number.
- Selling or giving your prescription medicine to anyone else.

Fraud, waste and abuse by providers includes:

- Billing for services that were never given or billing twice for the same service.
- Ordering tests or services you don't need.

You can report fraud, waste and abuse in one of the following ways:

- Call the UnitedHealth Group Compliance Helpline at **1-800-455-4521**. You can call 24/7.
- Contact Member Services at **1-866-675-1607**, **TTY 711**, Monday–Friday, 7 a.m.–7 p.m., toll-free.





## Resource corner.

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

**1-866-675-1607, TTY 711**

**Monday–Friday, 7 a.m.–7 p.m.**

**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).

**1-877-440-9409, TTY 711**

**MyHealthLine<sup>TM</sup>:** Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

**1-866-675-1607, TTY 711**

**Monday–Friday, 7 a.m.–7 p.m.**

**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**

**Monday–Friday, 7 a.m.–7 p.m.**

**Baby Blocks<sup>TM</sup>:** Get 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)**

**Live and Work Well:** Get information on behavioral health and well-being.

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

# Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a PCP, it may be easier to get an appointment for a routine visit or minor sickness when you need it.

### When can your PCP treat you?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your PCP could call in a prescription to your pharmacy. You can even call at night or on weekends.

### When should you go to urgent care?

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

### When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may need to wait a long time.



**Need help?** Call Member Services toll-free at **1-866-675-1607, TTY 711**, Monday–Friday, 7 a.m.–7 p.m. Need to find a provider? Visit our member website at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)** or use the UnitedHealthcare **Health4Me®** app.





UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

**Online:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

**Phone:**

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 7:00 a.m. to 7:00 p.m.



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o nacionalidad.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o nacionalidad, puede enviar una queja a:

Civil Rights Coordinator  
UnitedHealthcare Civil Rights Grievance  
P.O. Box 30608  
Salt Lake City, UTAH 84130  
**UHC\_Civil\_Rights@uhc.com**

Usted tiene que enviar la queja dentro de los 60 días de la fecha cuando se enteró de ella. Se le enviará la decisión en un plazo de 30 días. Si no está de acuerdo con la decisión, tiene 15 días para solicitar que la consideremos de nuevo.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 7:00 a.m. a 7:00 p.m.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

**Teléfono:**

Llamada gratuita, **1-800-368-1019, 1-800-537-7697** (TDD)

**Correo:**

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, D.C. 20201

Si necesita ayuda para presentar su queja, por favor llame al número gratuito para miembros anotado en su tarjeta de identificación como miembro.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros que aparece en su tarjeta de identificación del plan de salud, TTY 711, de lunes a viernes, de 7:00 a.m. a 7:00 p.m.