



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## IN THIS ISSUE

Name change .....	Page 1
Breast cancer prevention .....	Page 2
Quitting smoking .....	Page 2
Flu shots .....	Page 3
Fraud and Abuse .....	Page 3
Healthy First Steps .....	Page 4

## New name, same plan

Share Advantage is now UnitedHealthcare Community Plan. Our name has changed, but you still have the same benefits, personal support and customer service you're used to.

Are you looking for a provider? Our new website at **UHCCommunityPlan.com** can help. It allows you to search our provider directory by name, gender, language spoken and city. You can find directions to the provider's location.

You can also read your member handbook to get the most up-to-date information about health care benefits and coverage.



**Not online?** Call Member Services at **1-800-641-1902**.

We will send you a Member Handbook or Provider Directory.



Omaha, NE 68164  
2717 North 118th Street, Ste. 300  
UnitedHealthcare Community Plan

PRST STD U.S. Postage PAID  
United Health Group

# We care about quality

Each year, UnitedHealthcare Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2011, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had follow-up visits following hospitalizations for mental illness and diabetic HbA1c and LDL testing. For 2012, we want to improve the number of well visits children aged 3–6 get and the number of timely prenatal and postpartum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2011 surveys showed improvement in how our members rate their personal doctors, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2012, we are improving processes in our prior authorization center.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-641-1902 (TTY 711)**.



## Know the risks

### Lower breast cancer risk with a healthy lifestyle.

Breast cancer is the second most common form of cancer among U.S. women. There are many risk factors linked to breast cancer. Most of these factors are out of your control. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for women over 40 to get a mammogram each year. This specialized breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught right away. Talk to your doctor about your risk of getting breast cancer. Make a plan for a breast cancer screening.



**Janet's Law.** This law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at **1-800-641-1902 (TTY 711)**.

## You can quit

Nearly 47 million people in the United States smoke. But more than 48 million people have kicked the habit. There are many reasons to stop smoking. Some of the benefits of a smoke-free life include:

- better smelling breath, hair and clothing.
- whiter teeth.
- lower risk of certain types of cancer.
- lower risk of heart and lung disease.
- saving money.
- improving overall fitness.

The Great American Smokeout may be a good day for you to stop smoking. This annual event asks smokers to make a plan to quit. This year's date is Nov. 15.



**You can do it.** Quitting smoking is not easy. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call your local Quitline at **1-800-QUITNOW (1-800-784-8669)**.

# Fraud and abuse

If you see something, say something.

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

## FRAUD 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.
- not being truthful about your health, where you live or your income.

## FRAUD AND ABUSE BY PROVIDERS INCLUDES:

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

## TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call Member Services at **1-800-641-1902 (TTY 711)**.
- Or report fraud to the Medicaid Fraud and Patient Abuse Unit of the Attorney General's Office by calling **1-800-727-6432** or by visiting [http://dhhs.ne.gov/medicaid/pages/med\\_pi\\_fraud.aspx](http://dhhs.ne.gov/medicaid/pages/med_pi_fraud.aspx).



## Ask Dr. Health E. Hound

**Q. How can I protect my family from the flu?**

**A.** The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Healthy people between the ages of 2 and 49 who are not pregnant can get a nasal spray instead of a shot.

### EVERY MEMBER OF YOUR FAMILY CAN ALSO DO THINGS TO KEEP FROM BEING EXPOSED TO THE FLU VIRUS:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink plenty of water and get enough sleep.

### IF SOMEONE IN YOUR HOUSEHOLD GETS THE FLU, THERE ARE WAYS TO KEEP IT FROM SPREADING.

- Avoid close contact with the sick person.
- Talk to your doctor about taking antiviral drugs.
- Make sure the sick person covers his or her mouth with a tissue when coughing or sneezing.



## ALL IN THE TIMING

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: the same day
- Urgent PCP visit: within 2 days
- Routine PCP visit: within 14 days
- Specialist visit: within 30 days of referral



**Need help?** If you are having trouble getting an appointment with your provider, let us know.

We may be able to help. Call Member Services at **1-800-641-1902 (TTY 711)**.



**Be flu free.** UnitedHealthcare Community Plan pays for flu vaccines.

There is no cost to you. The best place to get one is at your primary care physician's (PCP) office.

# Resource corner

**Member Services** If you do not speak English, member services will connect you with an interpreter.  
**1-800-641-1902 (TTY 711)**

**NurseLine** Get advice from a nurse, including help deciding the best place to get care, 24/7.  
**1-877-543-4293 (TTY 711)**

**Magellan Behavioral Health**  
**1-800-424-0333 (TTY 711)**

**Block Vision**  
**1-800-879-6901**

**Transportation Services**  
**1-855-230-5353 (TTY 711)**

**Care Management** Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.  
**1-877-856-6351 (TTY 711)**

**Healthy First Steps**  
**1-800-599-5985 (TTY 711)**

**Diaper Reward Program**  
**1-888-303-6163 (TTY 711)**

**Text4baby** Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at [text4baby.org](http://text4baby.org).

**Our website**  
[UHCCommunityPlan.com](http://UHCCommunityPlan.com)



## Healthy First Steps

**Get support for a healthy pregnancy and beyond.**

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants and Children (WIC).

### BABY TIME?

Call your provider's office the day you come home from the hospital. Make an appointment for a postpartum visit. Ask to be seen in 4–6 weeks. If you had a C-section, you'll need two visits — one at 1–2 weeks and one at 4–6 weeks.



**Expecting?** For a happy and healthy pregnancy, enroll in Healthy First Steps today. Call **1-800-599-5985 (TTY 711)** Monday–Friday, 8 a.m.–5 p.m. Central time. There's no extra cost to you.