



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



A WEEK FOR WOMEN

National Women's Health Week begins on Mother's Day — May 10, 2015. It's a good time to think about the tests you need to stay healthy. Are you due for a checkup, mammogram, Pap test or STD check? Ask your doctor.



Test time

Who needs a Pap test?

The Pap test checks for early signs of cervical cancer. The cervix is where the uterus opens to the vagina. Pap tests gently scrape some cells off the surface of the cervix. The cells are looked at under a microscope. This test can find abnormal cells, even before they become cancerous. Early treatment works very well.

Most women ages 21 to 65 should get Pap tests every three years. Some women may need tests more often. Some women may also get tested for HPV, a virus that can cause cervical cancer.

Children should get immunized for HPV at age 11 or 12. The vaccine is given as a series of three shots.



Is it time? Ask your women's health provider if you need a Pap test this year. Need to find a new provider?

Use the provider directory at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-877-542-8997 (TTY 711)**.



Before baby

Have a healthy pregnancy.

Nearly one third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for potential problems that might not have any symptoms. If you are at average risk, you will likely have the following tests, plus others your provider recommends for you:

- **FIRST VISIT:** Your blood will be drawn to check your blood type and test for anemia (low iron). Your blood will also be tested for certain STDs and immunity to German measles and chicken pox.
- **EVERY VISIT:** Your urine will be checked for protein and sugar. Too much sugar in your urine could mean you have gestational diabetes. Protein in your urine could signal preeclampsia, which is very high blood pressure in pregnancy. Your provider will also check your blood pressure and weigh you at each visit.
- **18–20 WEEKS:** You will probably have at least one ultrasound. Ultrasound uses sound waves to examine the fetus, placenta and amniotic sac for potential problems. It may also show the sex of the baby.
- **24–28 WEEKS:** Most providers order a glucose screening to check for gestational diabetes. Additional tests may be needed if your pregnancy is high risk or there seems to be a problem.



Take the first step. Healthy First Steps is a free program for pregnant women and new moms. It provides information and support. Call **1-800-599-5985 (TTY 711)** toll-free to find out how you can join.

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).
- 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.
- if, when and how you may need to submit a claim.
- 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 and abuse.



Get it all. You can read the Member Handbook online at myuhc.com/Community

Plan. Or call Member Services toll-free at **1-877-542-8997 (TTY 711)** to request a copy of the handbook.

CAGEd in

Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs compulsively or without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If the person answers yes to any of these questions, he or she may have a problem.



Need help? Alcoholism and drug addiction are serious. They need to be diagnosed and treated by the right providers. If you think you need help, call United Behavioral Health at **1-855-802-7089 (TTY 711)** toll-free to learn how to use your behavioral health benefits.

Ask Dr. Health E. Hound

Q: When does my child need to see the PCP?

A: It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or EPSDT visits. Take your baby for well-child visits at the following ages:

- | | | |
|---------------|-------------|-------------|
| ■ 3 to 5 days | ■ 6 months | ■ 18 months |
| ■ 1 month | ■ 9 months | ■ 24 months |
| ■ 2 months | ■ 12 months | |
| ■ 4 months | ■ 15 months | |

Then, take your child or teen to his or her PCP every year.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines he or she is due for. The PCP will answer your questions about your child's health.



Beat the rush. If your child is due for a checkup, call to make an appointment today. Your child's PCP is listed on his or her member ID card. Try not to wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.





See our sites

Find what you need online.

Find what you need at **UHCCommunityPlan.com** or at our members-only site at **myuhc.com/CommunityPlan**. When you use these sites, you don't need to worry about where to keep health plan documents. You will always know where to find them when you need them most. Here's what you will find on our websites:

- **MEMBER HANDBOOK:** Includes details about your benefits and covered services
- **PROVIDER DIRECTORY:** A list of in-network providers
- **DRUG FORMULARY:** The list of medications covered by your plan

- **HEALTH RISK ASSESSMENT:** A survey that helps us better understand your health care needs and get you the care you need
- **ADVANCE DIRECTIVES:** Legal forms that state your wishes about your future medical care if you become too ill to make decisions about your care
- **MEMBER RIGHTS, APPEALS AND GRIEVANCES:** Forms that explain your rights and responsibilities as a member. Also, forms that explain how to file an appeal or grievance.



Need a copy? Our Member Services team is ready to help. We can mail you copies of these documents or provide them in an alternative format, such as audio, large print and Braille. Call **1-877-542-8997 (TTY 711)** Monday–Friday, 8 a.m. to 5 p.m.

Bright eyes

Eye problems are common in people with diabetes. But there are things you can do to protect your vision. And if you already have eye disease, you can keep it from getting worse. The American Diabetes Association recommends:

1. Keep your blood sugar under tight control.
2. Bring high blood pressure down.
3. Do not smoke.
4. Have a diabetic eye exam every year.
5. See your eye doctor right away if you notice any vision problems.



How can we help? UnitedHealthcare has programs for people with diabetes and other conditions. We can give you reminders and advice about your care. Call **1-877-542-8997 (TTY 711)** to find out if you can join.



Sneezing season

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- itchy nose or throat
- wheezing or worsen- ing asthma
- red, itchy or watery eyes
- runny nose
- coughing

Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. And children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.



Learn more. To learn more about allergies and other children's health topics, visit KidsHealth.org.

The right care

How utilization management works

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 all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



Questions? You can talk to our UM staff. Just call **1-877-542-8997 (TTY 711)** toll-free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.



GOOD GUIDANCE

UnitedHealthcare Community Plan has practice guidelines that help providers make health care decisions. These guidelines come from nationally recognized sources. There are practice guidelines for conditions including:

- asthma
- attention deficit hyperactivity disorder (ADHD)
- bipolar disorder
- chronic obstructive pulmonary disease (COPD)
- depression
- diabetes
- heart disease
- heart failure
- high blood pressure
- obesity
- prenatal care
- pediatric preventive health care
- substance abuse disorders
- transplants



Get it all. Call Member Services to request a copy at **1-877-542-8997 (TTY 711)**. You can also find our practice guidelines at UHCCCommunityPlan.com.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-8997 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-543-3409 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free).
1-800-599-5985 (TTY 711)

United Behavioral Health Get help for mental health or substance abuse problems (toll-free).
1-855-802-7089 (TTY 711)

Twitter Pregnant Care Get useful tips, info on what to expect and important pregnancy reminders.
@UHCPregnantCare
@UHCEmbarazada
bit.ly/uhc-pregnancy

Our websites Use our provider directory.
myuhc.com/CommunityPlan
Read your Member Handbook.
UHCommunityPlan.com

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233 (TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).
1-800-QUIT-NOW (1-800-784-8669)



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare has teamed up with Sesame Workshop to create *Lead Away!* This program gives families information on preventing lead poisoning. Make sure your whole family knows these simple steps to stay safe from lead.

- 1. STAY AWAY FROM DUST.** Tell your child not to touch dusty things. You can help keep lead away by wet-dusting and wet-mopping regularly.
- 2. LEAVE YOUR SHOES AT THE DOOR.** Taking shoes off at the door helps keep lead away from your home. It's an easy way to make sure that dirt and dust stay outside.
- 3. WASH YOUR HANDS BEFORE YOU EAT.** Show your child how to wash his or her hands well with soap and warm water. Together, wash your hands for at least 20 seconds. Try singing "Twinkle, Twinkle, Little Star" and keep scrubbing until you're done!

A blood test can help you find out if your child has any lead in his or her body. It's important to know so you can make sure your child gets help if he or she needs it. Check with your doctor about the best time to test your child. Usually, children are tested at ages 1 and 2.



Learn about lead! To learn more visit **sesamestreet.org/lead**. Download a *Lead Away!* wallet card plus a special activity for kids!



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Partners in Healthy Habits for Life

May is mental health month

Everyone deserves good mental health. Whether you have a minor mental health issue that's affecting your quality of life or a serious mental illness, help is available. Common problems such as depression, anxiety, bipolar disease and eating disorders can be treated.

Mental health and substance abuse benefits are available through United Behavioral Health. We can put you in touch with mental health providers in your area. We can help you find the tools and supports you need to feel better. Call **1-855-802-7089 (TTY 711)** toll-free or visit **[LiveandWorkWell.com/member](https://www.LiveandWorkWell.com/member)**.

Mayo es el mes de la salud mental

Todas las personas merecen una buena salud mental. Existe ayuda disponible, ya sea que tenga un problema de salud mental menor que está afectando su calidad de vida o una enfermedad mental grave. Los problemas comunes como la depresión, la ansiedad, el trastorno bipolar y los trastornos alimenticios se pueden tratar.

Hay beneficios para tratar la salud mental y el abuso de sustancias disponibles a través de United Behavioral Health. Podemos ponerlo en contacto con proveedores de servicios de salud mental en su área. Podemos ayudarle a encontrar las herramientas y el apoyo que necesita para sentirse mejor. Llame gratis al **1-855-802-7089 (TTY 711)** o visite **[LiveandWorkWell.com/member](https://www.LiveandWorkWell.com/member)**.

5 myths about mental health

- 1 MYTH:** There's no hope for people with mental illness.
FACT: There are more treatments and community supports than ever before. People with mental health disorders lead active, productive lives.
- 2 MYTH:** Mental health problems cannot affect me.
FACT: Mental health concerns are very common. One in four people experience some kind of mental health problem within the course of a year. Mental illnesses do not discriminate. They can affect anyone.
- 3 MYTH:** Mental health disorders are brought on by a weakness of character.
FACT: Mental illnesses are caused by a combination of biological, psychological and social factors. Some have genetic ties. Social influences, such as loss of a loved one or a job, can also be a cause.
- 4 MYTH:** Once people develop a mental illness, they will never recover.
FACT: Studies show that most people with mental illnesses get better. Many recover completely. Recovery refers to the process in which people are able to live, work, learn and participate fully in their communities.
- 5 MYTH:** Children do not experience mental illnesses.
FACT: One in ten children between the ages of 1 and 15 has a mental health disorder. Just like adult mental illnesses, these are health conditions. They can be caused by a combination of factors.





Need help? Call United Behavioral Health toll free at **1-855-802-7089 (TTY 711)**. We will refer you to a participating mental health provider. Or, you can search online at **LiveandWorkWell.com/member**. If you get mental health care, tell your PCP about it. Ask to sign a release so your provider can share information.

