



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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Just joining us?

3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

1. CARRY YOUR MEMBER ID CARD AND YOUR MEDICAID PROVIDER ONE SERVICES CARD.

Show your ID cards every time you go to a doctor, clinic or pharmacy. If you have questions about your cards, let us know.

2. VISIT YOUR PRIMARY CARE PROVIDER (PCP). Call your PCP's office and ask to have a checkup within the next 30 days. The name and phone number are on your member ID card.

3. COMPLETE A HEALTH ASSESSMENT. It takes less than 15 minutes and helps us support you with the services you need. We will call you or you can call us.



MAKE MYUHC.COM YOURS

1. **PRINT YOUR MEMBER ID CARD.** If you lose your ID card, you can print it anytime.
2. **SEE YOUR BENEFITS.** Want to know if a service is covered by your plan? It's easy to check here to find out for sure.
3. **KEEP TRACK OF CLAIMS.** See all the services you received through your health plan, without all the paper.
4. **FIND A DOCTOR, CLINIC OR HOSPITAL.** It's easy to search for providers in the network that are close to you.
5. **TAKE A PERSONAL HEALTH ASSESSMENT.** This helps us support you with the best health care services based on your needs.



It's easy. Members, go to MyUHC.com/CommunityPlan. Click the "Register Now" button. Then enter your member ID card information. You'll be on your way to using MyUHC.com.



THE RIGHT CARE

We don't want you to get too little care, care you don't really need or care you could have to pay for. We make sure you get the right care by making decisions based on medical need, service appropriateness and if it is a benefit. This is called utilization management (UM). To make sure decisions are fair, we do not provide financial bonuses for saying no to needed care to health care providers or our staff involved in care decisions.



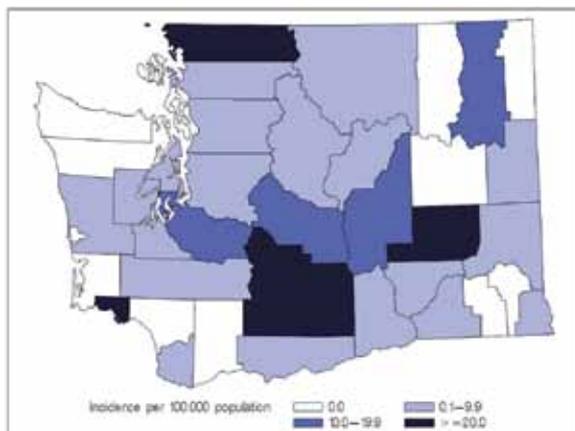
Questions? Call us at **1-877-542-8997 (TTY 711)** toll-free.

Ask to speak with someone in Utilization Management. We will explain how it works and what it means for your care.

A family affair

The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.



There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community. Ask your primary care provider about getting vaccinated.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and adults of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



Need a PCP? Members, call us at **1-877-542-8997 (TTY 711)** to select a PCP. You can also view our online provider directory at UHCommunityPlan.com.



Crush the can

A simple way to reduce childhood obesity

Did you know there is one simple thing you can do to reduce the risk of childhood obesity by more than half? Cut out sugary drinks. Each can of soda a child drinks per day raises the risk of obesity. Fruit drinks, lemonade, sports drinks and energy drinks are just as bad. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar and calories cause more weight gain than similar foods do. That is because kids feel full from eating faster than they feel full from drinking. Kids who have a lot of sugary drinks also:

- drink less milk. This can cause weak bones because kids don't get enough calcium.
- get more cavities. Liquid sugar gets between teeth where it is harder to brush.
- have a higher risk for diabetes. A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.

Get smart

Have you read your Member Handbook? It is a great source of information. It explains:

- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about participating 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.
- what copayments or charges you may be responsible for.
- 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 your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



By the book. You can read the Member Handbook online at UHCCommunityPlan.com. Or call us at **1-877-542-8997 (TTY 711)** to have a copy of the handbook mailed to you.



Resource corner

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

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

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

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

Our website Use our provider directory or read your Member Handbook.
UHCCommunityPlan.com

MyUHC Print ID cards, get information about your benefits and providers or take a health assessment.

MyUHC.com/CommunityPlan

Text4baby Get text messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text4baby.org**.



Ask Dr. Health E. Hound

Q. How can I keep my child safe at home?

- A.** You can prevent childhood accidents at home with these tips:
- 1. WINDOW SAFETY:** Prevent falls from windows by keeping windows locked when possible. Make sure that screens and window fans or air conditioners are securely attached. Install window guards if necessary. Keep cords from blinds out of reach of children.
 - 2. BATH TIME:** Children can drown quickly in very small amounts of water, so stay with them during their entire bath. Do not walk away for even a moment. Also, be careful with buckets of cleaning water and toilets when children are present.
 - 3. TOY SAFETY:** Check **cpsc.gov** regularly for recalls of toys and children's products. Recalled items may be dangerous. Make sure you buy toys appropriate for your child's age. If a small toy can fit in a toilet paper tube, a child can choke on it.
 - 4. FIRE SAFETY:** Install a fire alarm and carbon monoxide detector on every floor of your house. In apartments, put alarms in the kitchen and near the bedrooms. Replace the batteries when you change the clocks for daylight saving time.

