



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## PREGNANT?

Follow us on Twitter @UHCPregnantCare. You can get useful tips, info on what to expect and important pregnancy reminders. Tweets are now available in Spanish as well at @UHCEmbarazada. We're here to make taking care of yourself and your baby a little easier. Visit [bit.ly/uhc-pregnancy](http://bit.ly/uhc-pregnancy).

## What to expect

### Don't forget your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife six weeks after you give birth. If you had a cesarean section, you should also go two weeks after you give birth. At your postpartum checkup, your provider will:

- check to make sure you are healing well from childbirth.
- screen you for postpartum depression.
- do a pelvic exam to make sure your reproductive organs are returning to your pre-pregnancy state.
- let you know if you are ready to start having sex again and talk about birth control options.
- answer questions about breastfeeding and examine your breasts.



**Pregnant?** Join Healthy First Steps. This free program provides support and information. Call **1-800-599-5985 (TTY 711)** to learn more.





# Crush cancer

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT:** Mammography

**WHY:** To catch breast cancer early

**WHEN:** Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

**WHAT:** Colonoscopy

**WHY:** To catch or prevent colorectal cancer

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

**WHAT:** Pap and HPV screening

**WHY:** To catch or prevent cervical cancer

**WHEN:** Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



**Are you at risk?** Do you have a family history of cancer? Are you overweight, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.

## KNOW YOUR DRUG BENEFITS

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

- 1. WHAT DRUGS ARE ON OUR FORMULARY.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.** You can find a pharmacy near you that accepts your plan.
- 3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. HOW TO GET EXCEPTIONS.** You can ask for drugs that might otherwise be limited or not covered. Your provider can help you make a request.



**Look here.** Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-877-542-8997 (TTY 711)**.





# Finding Dr. Right

## Your partner in health

Your primary care provider (PCP) will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral. You should feel comfortable with your PCP. If you are not, choose a new one.

When you see your PCP, tell him or her about any drugs, vitamins or over-the-counter medication you take on a regular basis. Bring a written list with you.

It's important that your PCP knows about all your health care. Tell him or her about other providers you see, such as specialists. Include mental health or substance abuse care if you get it. Mention any medications or treatments other providers have prescribed for you. Ask other providers to send copies of any test results or findings to your PCP.



**What's your type?** For a list of participating providers, see [MyUHC.com/Community Plan](http://MyUHC.com/CommunityPlan) or call Member Services at **1-877-542-8997 (TTY 711)**.

# We care for you

UnitedHealthcare Community Plan provides care management to members with special needs. Care managers work with the health plan, members' physicians and outside agencies. They help members get the special services and care they need. Care management helps people who have:

- physical disabilities
- serious mental illness
- complex health problems
- other special needs

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse.

They help members with chronic illnesses such as:

- diabetes
- asthma
- COPD
- sickle cell
- CHF
- HIV
- hypertension



**Help is here.** Do you have special needs or need help managing a chronic illness? Call Member Services at **1-877-542-8997 (TTY 711)**. Ask about programs that can help you.



## THE RIGHT DOSE

Depression is a serious, but treatable, condition. It is very common. Many people are helped by medicine for depression. Antidepressants are one of the most commonly used kinds of drugs. If your doctor suggests antidepressants, keep in mind:

1. You might need to try more than one drug. Some people feel better on the first one they try. Others need to try different drugs until they find the one that works best for them.
2. They usually take a while to work. Some drugs take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
3. Most people notice side effects. However, they usually go away after a few weeks. Talk to your doctor if they don't.
4. Don't quit your medicine suddenly. You need to work with your doctor to taper your dose. If you quit suddenly, you might feel sick.



**Follow up.** If you are getting treatment for mental health, it's important to keep your follow-up appointments. If you were hospitalized, see your mental health provider within seven days after you leave the hospital.

## In the know

Find what you need at **UHCCommunityPlan.com** or at our members-only site at **MyUHC.com/CommunityPlan**. No worrying about where to keep them — or 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.



**Questions?** Our Member Services team is ready to help. Call **1-877-542-8997 (TTY 711)** Monday–Friday, 8 a.m. to 5 p.m.



## YOUR PRIVACY

We take your privacy seriously. We are very careful with your 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 throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI 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 PHI and FI.



**It's no secret.** Our privacy policy is online at **UHC CommunityPlan.com**. You may also call Member Services toll-free at **1-877-542-8997 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



## Side effects

### Is your medication causing cavities?

A dry mouth is a side effect of more than 500 common medications. Having a dry mouth can cause cavities. Tell your dentist about the medications you are taking. He or she can help you treat a dry mouth and prevent cavities. You'll also feel more comfortable. Tips for treating a dry mouth include:

- Use a spray or mouthwash made for people with a dry mouth.
- Drink plenty of water.
- Ask your doctor if you should change medicines.
- Chew sugar-free gum or suck sugar-free lozenges.
- Avoid alcohol, coffee, soda and fruit juices, which can irritate your mouth.



**Need a dentist?** Visit <https://fortress.wa.gov/hca/p1finda> **provider**. Or call the Health Care Authority/ProviderOne at **1-800-562-3022** to find a dentist who accepts Washington Apple Health (Medicaid).



## 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)**, or you can find our practice guidelines at **UHC CommunityPlan.com**.

# A is for Asthma™

Tips for understanding your child's asthma

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*™, have teamed up to create *A is for Asthma*. This program helps children with asthma live healthier, more active lives.

Work with your child's doctor to understand the medicines needed to control his or her asthma. Some asthma medicines in the form of pills or liquids are swallowed. Others are inhaled as a mist with either a metered-dose inhaler (puffer) or a nebulizer. Every child's asthma is different, so there is more than one kind of treatment. In general, there are two different categories of medications that your child might take:

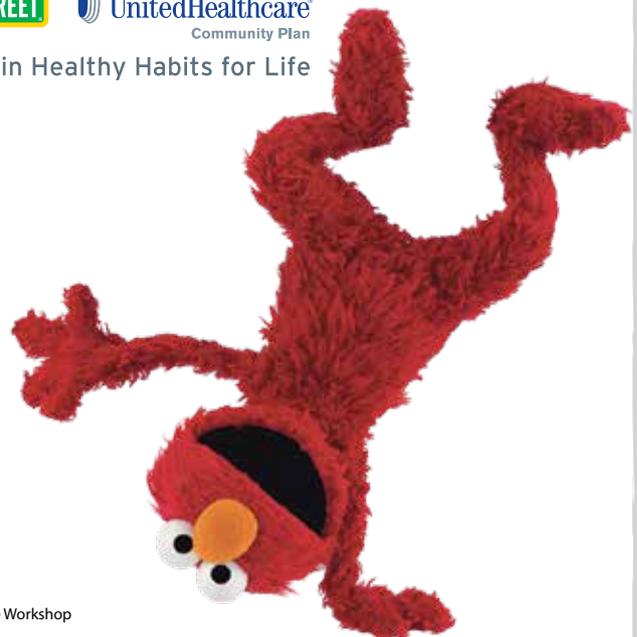
- 1. RESCUE MEDICATIONS**, such as certain inhalers, provide immediate relief of symptoms when your child has an asthma attack or any type of breathing difficulty. In children whose asthma is properly managed, these medications should not be needed every day.
- 2. CONTROLLER MEDICATIONS** do exactly what their name suggests: They control your child's asthma, even when he or she has no symptoms. In fact, they actually prevent symptoms, and are sometimes called preventive medications. These medicines should be used regularly, every day.



**Get resources.** Download and print "My Asthma Profile" at [sesamestreet.org/asthma](http://sesamestreet.org/asthma). Fill out the sheet and give a copy to anyone who takes care of your child.



Partners in Healthy Habits for Life



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## 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)**

**Follow us on Twitter** 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.

**UHCCommunityPlan.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)**



# Bringing up baby

**Every well-baby visit is important.**

Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider. By age 2, your child should have 10 well-baby visits. These well-baby visits are sometimes called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

Well-baby visits help the doctor get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SCREENINGS:** Your child's vision, hearing and development will be checked.
- **SHOTS:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

### WHEN TO GO

Ages for well-baby visits are:

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



**Get rewarded.** UnitedHealthcare Community Plan offers a rewards program for pregnant women and new mothers. It's called Healthy Rewards. You can earn gift cards for going to prenatal, postpartum and new baby checkups. Eligible members will receive additional information in the mail.