



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com](http://myuhc.com). You can also use this member portal to find a provider, learn about your benefits, take a health assessment, and more. Register today at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## 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 **1-800-895-2017 (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.



# Hands on CPR

## Learning to save a life

UnitedHealthcare Community Plan partnered with Moms2B in Columbus and the American Heart Association to teach mothers and mothers-to-be CPR. The course included critical skills such as infant CPR, choking rescue and resuscitation. These skills could save a baby's, child's or adult's life.

Every mother wants a healthy baby. But the American Heart Association warns that if something goes wrong, a mom may have just moments to act. Knowing what to do before paramedics arrive can save a life. For the moms in the class, this knowledge provided a lot of comfort.



Karla Shortt, Columbus Fire EMS education manager, taught the course. She used baby-sized dummies to teach the Moms2B group how to help a choking baby and perform infant CPR. UnitedHealthcare Community Plan donated CPR kits. Moms took the kits home to teach

family members and friends the skills they learned.

The Moms2B program empowers pregnant women in high-risk neighborhoods to deliver full-term, healthy babies. It provides weekly group sessions focused on education, nutrition, and clinical and social support.



## 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/CommunityPlan](https://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-800-895-2017 (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 a 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 **1-800-895-2017 (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 primary care provider?

**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.



# Sneezing season

Springtime is allergy time.

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
- runny nose
- itchy nose or throat
- coughing
- wheezing or worsening asthma
- red, itchy or watery eyes

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 **Kids Health.org**.



## Let's move

The Let's Move campaign says children should get 60 minutes of active play every day. It doesn't all need to happen at one time. The Let's Move campaign was started by First Lady Michelle Obama. It is her mission to reduce childhood obesity. Being active is one part of keeping a healthy weight.

There are also other benefits to being active. Let's Move says children who are active:

- feel less stressed and better about themselves.
- are more ready to learn in school.
- build healthy bones, muscles and joints.
- sleep better at night.



**Learn more.** Visit **LetsMove.gov** for more tips on healthy eating and activity for the whole family.



# Member Advisory

We get great ideas from people in our communities. That's why we're inviting you to join our Member Advisory Council! The council helps us understand how we're doing, and what we could do better. It gives us a chance to hear what you think about topics like:

- benefits and programs.
- concerns from members and health providers.
- the best way to provide services.
- our network of doctors, hospitals and other providers.
- how we can better support people in our communities.



**Join us.** There's no cost to participate. Please call **1-800-895-2017 (TTY 711)** for more information on dates and times.



## 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 or visit **UHCBabyBlocks.com** to find out how you can join. You can also earn rewards for going to provider visits on time.

## EXPECTING?

Sign up for FREE text messages on prenatal care, baby health, parenting and more! Text4baby provides important health and safety tips timed to your baby's age up until baby's first birthday. Enroll online at **UHCCCommunityPlan.com/OH/text4baby**.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-895-2017 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-800-542-8630 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).  
**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

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

**Our website** Use our provider directory or read your Member Handbook.  
**myuhc.com/CommunityPlan**

**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!** Visit **sesamestreet.org/lead** for more information. Download a *Lead Away!* wallet card plus a special activity for kids!



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