



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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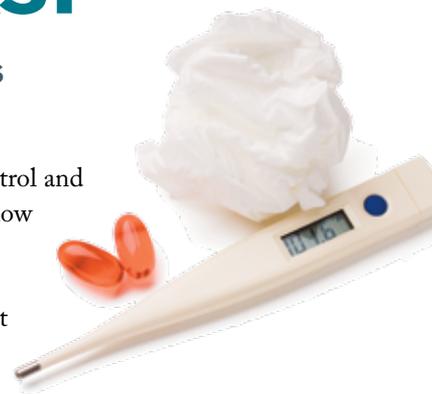
It works!

The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses.
- 5.8 million doctor visits.
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



Get yours. Talk to your PCP to find out if the flu shot is right for you.

Know your numbers

It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men (or less).
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Saving lives

There are more than 2 million breast cancer survivors in the U.S. Screenings can help find the disease before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.



What's right for you? Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.



We care about quality

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-903-5253 (TTY 711)**.



The last shot

Teens finish their vaccines at age 16.

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



Check out checkups. Pre-teens and teens need check-ups every year. They will get any shots they need at these visits. Need to find a doctor for your teen? Use the provider directory at **UHCommunityPlan.com**.

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 3 days
- Routine PCP visit: within 30 days



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Customer Services at **1-800-903-5253 (TTY 711)**. If you need a ride or gas reimbursement for an appointment, call **1-877-892-3995 (TTY 711)**.





EXTERNAL REVIEW

If you are not happy with the results of UnitedHealthcare Community Plan's internal review of your appeal of denied services, you may request in writing an external review. A State of Michigan law called the Michigan Patient's Right to Independent Review Act guarantees this. If you want to know about this process, call 1-877-999-6442 toll-free or send an email to difs-ins-info@michigan.gov.



Learn more. You may also visit the State of Michigan's Department of Insurance and Financial Services (DIFS) website at michigan.gov/difs.

Here's how

Guide to getting the care you need

- **HOW TO GET MEDICAL CARE** Call your primary care provider (PCP) any time you need medical care. You can call 24 hours a day, seven days a week. Your PCP's name and phone number are on your UnitedHealthcare Community Plan ID card.
- **HOW TO GET A VISION CHECKUP** You do not need to ask your PCP first. To visit the eye doctor, call 1-800-877-7195.
- **HOW TO GET MENTAL HEALTH CARE** You do not need to ask your PCP first. If you need mental health care, call 1-800-903-5253.
- **HOW TO GET A WELL-WOMAN EXAM** You do not need to ask your PCP first. Starting at age 16, female members need a well-woman exam every year. The exam may include a Pap smear and chlamydia testing. Older women may get an order for a mammogram. You may see any UnitedHealthcare Community Plan OB/GYN or your PCP.
- **HOW TO GET PREGNANCY CARE** You do not need to ask your PCP first. You may visit any UnitedHealthcare Community Plan OB/GYN for pregnancy care.
- **HOW TO GET CHILD AND TEEN CHECKUPS** Children and teens may visit their PCP or any UnitedHealthcare Community Plan pediatrician for a well-child checkup every year. For other preventive care, such as lead testing and immunizations, see your child's PCP.
- **TO GET CARE AT FEDERALLY QUALIFIED HEALTH CENTERS (FQHC), RURAL HEALTH CENTERS (RHC), CHILD AND ADOLESCENT HEALTH CENTERS (CAHC) OR TRIBAL HEALTH CENTERS (THC)** You can go to any FQHC, RHC, CAHC or THC without being sent by your PCP, even if it is not a UnitedHealthcare Community Plan provider. You will not have an extra copay.



Incentives and raffles

You can earn rewards for getting preventive care.

We want our members to get important preventive care. That's why we offer incentives and hold raffles. We send out prizes after all information is verified. Here's how you can win.

BABY BLOCKS: Moms-to-be can enroll at UHCBabyBlocks.com. Then, go to your appointments and record new ones. Enjoy your rewards for going to the doctor. You will also be entered in our monthly raffle for a \$150 MasterCard gift card.

LEAD SCREENING: Our quality outreach staff will call you when your child needs to get his or her second lead screening. Michigan Medicaid requires this screening be completed before your child turns 2 years old.

We will also send you a form to take to your child's PCP. Once the lead screening is complete, have the form signed and send it back to us. We will send you a gift card. You will also be entered in our monthly raffle for a \$150 MasterCard gift card.

WELL-CHILD EXAM WITH BMI CHECK: Every three months, we have a raffle for kids who saw their doctor for a well-child exam and had their BMI checked. Talk to your child's PCP at his or her next scheduled visit. Ask about a BMI check. If your child has a BMI check, ask your PCP to send us a bill with codes in the range of V85.0–V85.5. Your child will be entered in a raffle to win a Wii Fit by Nintendo®!

WE HAVE WINNERS!

\$150 MasterCard Gift Card
Prenatal & Postpartum Winners
April 2013:
May 2013:
June 2013:

\$150 MasterCard Gift Card
Lead Screening Winners
April 2013:
May 2013:
June 2013:

Wii Fit by Nintendo® Well Child
Exam with BMI Check Winner
2nd Quarter 2013:





At your service

We work hard to make our health plan better for you and your family. We want you to get the care you need when you need it, with the providers you want. It is our goal that when people ask you which health plan you prefer, you say: "UnitedHealthcare Community Plan. It's Great Coverage!"

WE SPEAK YOUR LANGUAGE: Interpretation and translation services are free to our members. We have staff who can speak to you in English, Spanish or Arabic. Call us at **1-800-903-5253** for translation and interpretation services. Nosotros hablamos Español. Llámenos al **1-800-903-5253**.

YOU AND YOUR PCP: We want you to be happy with your primary care provider (PCP). You and your PCP will work together for all your medical care. If you want to change your PCP, just call Customer Service.



Need help? Please call Customer Service at **1-800-903-5253**. Visit our website at **UHCCommunityPlan.com**.

We'll get you there

Transportation is free.

If you need a ride to your medical visit, we can help you get there. Transportation is free to UnitedHealthcare Community Plan members.

TO ASK FOR A RIDE:

- It is best to call four days before your visit.
- If there is a bus service near you, you may be asked to use it unless there is a medical reason that you cannot do so.
- If you need an urgent ride to your doctor's office or an urgent care center sooner than the four-day advance notice, call us and we will help you.

TO ASK FOR GAS REIMBURSEMENT INSTEAD OF A RIDE:

- It is best to call four days before your visit.
- Tell Customer Service you want to set up gas reimbursement.
- Answer a few questions about your scheduled visit.
- After your completed visit has been verified, a payment will be sent to you.



Free ride. To request a ride or ask for gas reimbursement, call **1-877-892-3995**. You can call 24 hours a day, 7 days a week.

A plan for seniors

Do you have both Medicare and Medicaid? Get more! UnitedHealthcare Dual Complete (SNP HMO) is UnitedHealthcare Community Plan's Medicare Special Needs Plan. It offers enhanced benefits for people with both Medicare and Medicaid. It includes vision, transportation and other extra benefits. UnitedHealthcare Dual Complete is available in Wayne, Oakland, Macomb and Kalamazoo Counties.

i Get more. Learn how to maximize your benefits at no extra cost. Call **1-888-903-7587**.

A plan for kids

UnitedHealthcare Community Plan offers a MICHild plan. The MICHild plan offers Michigan MICHild covered benefits and services with no deductibles or co-payments. If your child qualifies for the Michigan MICHild program and you live in Wayne, Oakland or Macomb County, your child may be able to join our MICHild plan. We will post updates on our website as we grow.

💡 To the max. Learn how to maximize your child's benefits at no extra cost. Call **1-800-477-0001**.



Two by 2

Get your baby tested for lead.

Babies love to put things in their mouths. It's one way they explore their world. But this habit puts them at risk for lead poisoning. Even small amounts of lead can be dangerous. Here are two ways to keep your baby safe:

- 1. AVOID LEAD.** There can be lead in dust, dirt and old paint, especially in older homes. Keep your home clean. Be careful with painted or metal toys or canned food made in other countries. Let tap water run for a minute before drinking it or cooking with it.
- 2. LEAD TEST.** Have your baby tested for lead before he or she turns 1 year old and again before 2 years old. Your child's doctor may recommend more tests. Lead poisoning can be treated when caught.

📝 It's required. Michigan Medicaid requires you to make sure your baby gets lead testing on time. Lead tests are free for UnitedHealthcare Community Plan members.



Resource corner

Customer Services Find a doctor, ask benefit questions or voice a complaint.
1-800-903-5253 (TTY 711)

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

Transportation Services Get a free ride or gas reimbursement to your medical appointments.
1-877-892-3995

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

Text4Baby Get 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.

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

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



Beyond the baby blues

Could you have postpartum depression?

After your baby is born, your hormones go through big changes. This can make you feel very emotional. It's common to feel weepy, angry, worried or anxious beginning two to three days after delivery. These are normal feelings.

If these feelings do not go away after a week or start to get worse, you could have postpartum depression. Other symptoms include trouble taking care of yourself or your baby or being unable to do daily tasks. You may feel anxious or have panic attacks. You may think you can't cope with the challenges of motherhood. You may even be afraid you might hurt yourself or your baby.

If you think you may have postpartum depression, talk to your provider right away. It can get better with treatment. Try to take good care of yourself. Eat well and get as much rest as you can. Ask your partner, family and friends for help with the household and the baby. Talk with someone you trust.



Get screened. Part of the postpartum visit is a screening for postpartum depression. See your provider four to six weeks after you give birth. If you had a C-section, also see your provider two weeks after delivery.

