



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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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 WITH YOU AT ALL TIMES.** Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, 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 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 to ask questions about your health, or you can call us when it's a good time for you.



 **We're here to help.** Call Member Services toll-free at **1-888-887-9003 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.

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Houston, TX 77036

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.



Take three easy steps. To get started, 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 want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



Questions on UM? Call Member Services toll-free at **1-888-887-9003 (TTY 711)**.

Ask to speak with someone in Utilization Management. We will explain how UM 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.

- **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 people 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.



See your PCP. Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services toll-free at **1-888-887-9003 (TTY 711)**. Or, use our online provider directory at **UHCCommunityPlan.com**.

Sweet heart

The ABCs of heart disease with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABCs of heart disease and diabetes:

A IS FOR A1C. This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

B IS FOR BLOOD PRESSURE. Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.

C IS FOR CHOLESTEROL. Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



Are you diabetic? UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call toll-free **1-888-887-9003 (TTY 711)** to learn about these programs.

Get smart

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 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 **UHCommunityPlan.com**. Or call Member Services toll-free at **1-888-887-9003 (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. (toll-free)
1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse. (toll-free)
1-877-839-5407 (TTY 711)

NowClinic Doctors by phone may diagnose conditions and prescribe medications (if appropriate), day or night. (toll-free)
1-855-634-3571 (TTY 711)

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

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



Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This initiative gives families information on lead testing and how to prevent lead poisoning.

Learning about lead can help your whole family stay healthy. Lead might not be something you can easily see, but everyone in your family can work together to keep the lead away.

Lead is a kind of metal that can be found in some common items. If lead gets into the body, it can make people sick, especially young children whose bodies are growing. When lead gets into the body, it is called lead poisoning. Knowing where lead can be found is the first step in keeping it away. Lead might be found in:

- dust
- old ceramic or pewter cookware
- soil
- some toy jewelry and amulets
- peeling paint
- some imported cosmetics, toys
- old pipes
- and crayons

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 before 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!



Partners in Healthy Habits for Life

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