# THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK

## UnitedHealthcare®
### Community Plan

## IN THIS ISSUE

# Free calling

## You can get a free cellphone with free minutes.

You can get a free wireless phone from Assurance Wireless. It comes with 250 free minutes of nationwide calling each month. If you want to, you can pay to add texting, international calls or more minutes. There are no bills, long-term contracts or activation fees.

This free service is for people on Medicaid, Food Stamps/SNAP, Social Security Income (SSI) or other government programs.

✉ **Here's how.** To apply for Assurance Wireless, call **1-888-898-4888**. An advisor will help you apply. Or you can print an application online at **www.assurance wireless.com**.

AMC-021-TX-CAID

# Lock and key

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We get and keep PHI and FI verbally, in writing and electronically. We use this information to run our business. It helps us provide products, services and information to you.

We guard your PHI and FI closely. We have physical and electronic safe-guards. We also 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.** You may read our privacy policy online at **www.uhccommunityplan. com**. You may also call member services at **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

# Need care now?

## Know your options to avoid the emergency room.

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

### 1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?
For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.

### 2. WHEN SHOULD YOU GO TO URGENT CARE?
If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses or injuries. They can perform some kinds of medical tests. Many urgent care centers are open at night and on weekends.

### 3. WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?
Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.

**Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems. The nurse can also help you decide if you can wait to see your primary care provider or if you should seek immediate care. Call NurseLine 24/7 at **1-877-839-5407 (TTY 711)**.

# Ask Dr. Health E. Hound

**Q. Why does my baby need to see the doctor so often?**

**A.** 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. Under Medicaid, these well-baby visits are 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:

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

**Take the first step.** UnitedHealthcare has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women can join. See **www.uhccommunityplan.com** or call **1-800-599-5985** to learn more about Healthy First Steps.

## TECH TALK

We provide benefits for proven medical care. Sometimes new tests, treatments or medications become available. The FDA or other government experts may approve them. If they are approved, we will review them. A committee will learn about them. It will find out if they are safe and effective. It will then decide if these services will be covered benefits.

# What do you think?

You may get a survey from us in the mail. It asks how happy you are with United-Healthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

**Get results.** If you would like to see the results of previous surveys, visit **www.uhccommunityplan.com**. Or, call member services at **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)** to ask us to mail you a copy.

# Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint.
**1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)**

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

**United Behavioral Health**
Get help for mental health or substance abuse problems.
**1-866-302-3996 (TTY 711)**

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

**Fraud Hotline** Report fraud, waste and abuse.
**1-866-242-7727 (TTY 711)**

**Our website** Use our provider directory or read your Member Handbook.
**www.uhccommunityplan.com**

**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 **www. text4baby.org**.

# Breathe deeply

## Get the most from your asthma inhaler.

A metered-dose inhaler is the quickest way to get medicine to your lungs to ease breathing. But many people don't use an inhaler the right way. If you don't, the medicine may not get into your lungs. Your symptoms could get worse.

It's important to read the product instructions. Inhalers are not all the same. Ask your doctor or nurse to show you how to use your inhaler. Then have the doctor or nurse watch you use it to make sure you're doing it right. Do this at every doctor visit. Follow these tips to get the most out of your inhaler.

1. Hold the inhaler with the mouthpiece down and shake well.
2. Sit or stand up straight.
3. Tilt your head back a little and exhale fully.
4. Position the mouthpiece as instructed by your doctor. Usually this is 1 to 2 inches from your open mouth. If you have a problem with this method, your doctor may tell you to use a spacer. You can get a spacer at the pharmacy.
5. Press down on the inhaler as you start to breathe in.
6. Inhale until your lungs are full. Then hold your breath for 10 seconds.
7. Exhale slowly.

**We care.** UnitedHealthcare has disease management programs. They help people manage conditions like asthma, diabetes or heart disease. You can get advice from a nurse on the telephone. We will send helpful information in the mail. If you have asthma, call **1-800-213-5846** (STAR Medicaid members) or **1-877-238-8543** (CHIP members) **(TTY 711)** to find out more.