



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



DID YOU KNOW?

Flu season can actually last for three seasons. It often starts in the fall. It usually peaks in the winter. It sometimes stretches into the spring. You can prevent seasonal flu all year long with a flu vaccine. Everyone aged 6 months and older should get one each fall. It's available now.



The right dose

Finding the best treatment for your child's ADHD



If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often. Go 30 days after your child starts taking medicine. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.



KidsHealth. Learn more about ADHD and other childhood health concerns at UHCommunityPlan.com/LAkids. This site is full of reliable health information, written for parents, children and teens.

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Stay healthy

Preventive care is covered.

It's important for people of all ages to get regular preventive care. Preventive care aims to keep you healthy. It helps you avoid serious health problems later, especially teenagers, who should get a checkup every year.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. Covered services include:

- **CHECKUPS FOR CHILDREN AND ADULTS**
- **STANDARD IMMUNIZATIONS**
- **WELL-WOMAN CARE.** This includes a yearly woman's health visit for teens. Family planning and testing for sexually transmitted diseases are also covered.
- **SCREENINGS.** For children, this includes standard newborn testing and lead testing. Obesity and developmental screenings are also covered.

Make an appointment today!

COVERED: VACCINES

Different vaccines are needed at different ages. For example, 11- to 12-year-olds need three vaccines:

- tetanus, diphtheria and pertussis (Tdap)
- meningococcal (MCV4)
- human papillomavirus (HPV), females only

In addition, teens need a booster of MCV4 at age 16. Plus, adults may need boosters of the Tdap vaccine.



Ask the doc. Many more preventive services are covered.

Ask your child's primary care provider (PCP) about the screenings, counseling and shots needed for your child's age and sex.

Get results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members.

One of the past year's goals was to increase the number of diabetic members who had HbA1c testing. We found that more of our diabetic members had this test done.

In the coming year, we will be working to increase the number of:

- members who have dental checkups
- prenatal visits our pregnant members have
- postpartum visits new moms have 3–8 weeks after they deliver
- patients with asthma who are taking the right medicines

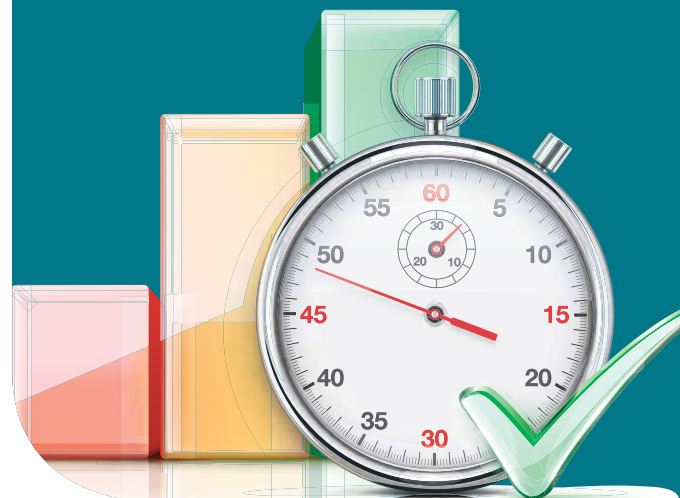
We also do member surveys each year. We want to see how well we are meeting our members' needs. Our 2015 surveys showed overall improvements in:

- how our members rated their doctor
- how well members' doctors talked to them
- how informed members' doctors seem about the care received from other doctors

This year we will work on improving member satisfaction with customer service. We will better train staff so we handle member calls right the first time. We also plan to improve our provider directory search tools.



Get it all. Want to know more about our Quality Improvement Program? Call toll-free **1-866-675-1607 (TTY 711)**, 7 a.m.–7 p.m. Monday–Friday.



Who can help?

When to call Member Services or Nurseline

UnitedHealthcare Community Plan has people who can help you with your health and plan concerns. It's important to call the right place for the right help.

NURSELINE

NurseLine is the place to call if you have questions about your health. You can call 24 hours a day, seven days a week, to talk to a nurse. Call NurseLine:

- when you're not sure whether your illness or injury needs immediate care. The nurses can help you decide if you should go to urgent care, an emergency room or your doctor.
- when you need advice for treating symptoms at home. Nurses can recommend self care or over-the-counter medications.
- before you call or visit your doctor. The nurses can help you plan questions for your doctor.

MEMBER SERVICES

Member Services can help with your questions or concerns about your plan. It is open Monday through Friday, 7 a.m.–7 p.m. Member Services can help you:

- understand your benefits.
- get a replacement member ID card.
- find a doctor or urgent care clinic.
- complete a health risk assessment.



Get the digits. Call NurseLine toll-free 24/7 at **1-877-440-9409**. Call Member Services toll-free at **1-866-675-1607 (TTY 711)**, 7 a.m.–7 p.m. Monday–Friday.



Ask Dr. Health E. Hound

Q: When do I need to start taking care of my baby's teeth?

A: Believe it or not, at birth! Good dental care begins before teeth come in. Clean your baby's gums with a soft cloth and water. When teeth begin to come in, start brushing twice daily. Use a little bit of toothpaste and a child's soft toothbrush. Take your child for a first dentist visit when his or her first tooth comes in. This happens between 6 and 12 months of age.

As children get older, they can brush their own teeth. Check to make sure the teeth get really clean. Take them to the dentist twice a year for cleanings and checkups.

Even though babies lose their first teeth, tooth decay in baby teeth is serious. It can lead to poor eating habits, speech problems, infection, and discolored, crooked or damaged adult teeth.



Smile. Your child's benefits include dental care. Need to find a dentist for your child? Visit myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-866-675-1607 (TTY 711)** 7 a.m.–7 p.m., Monday through Friday.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free). Hours are Mon.–Fri., 7 a.m.–7 p.m.
1-866-675-1607 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).
1-877-440-9409 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free). Hours are Mon.–Fri., 7 a.m.–7 p.m.
1-877-813-3417 (TTY 711)
UHCBabyBlocks.com

Our website and app Find a provider, read your Member Handbook or see your ID card, wherever you are.
myuhc.com/CommunityPlan
Health4Me

KidsHealth Get reliable information on health topics about and for children and teens.
UHCCommunityPlan.com/LAkids

Text4baby Get text messages about pregnancy, appointment reminders, smoking cessation, postpartum care and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. For more information or sign up, visit **text4baby.org**.

Smoking Quitline Get free help quitting smoking, 24/7 (toll-free).
1-800-QUIT-NOW (1-800-784-8669)
QuitWithUsLA.org



In the zone

Your asthma action plan

If you have asthma, work with your doctor to create an asthma action plan. It will help you control your asthma. It explains your medications. It tells you what to do when your symptoms get worse. It tells you when you may need to add a medication, call your doctor or go to the hospital. An asthma action plan has three zones:



- **GREEN:** You feel well. Keep taking your long-term control medications.
- **YELLOW:** You are having asthma symptoms. You may be coughing or wheezing. Your chest could feel tight. You might be having trouble working or exercising. Slow down and take your quick relief medicine.
- **RED:** You are having severe symptoms. Your quick relief medicine is not helping enough. Get immediate medical attention.



Help at home. Members with asthma can get an annual asthma home assessment. A certified in-network asthma educator will come to your home. Call **1-866-675-1607 (TTY 711)** 7 a.m.–7 p.m., Monday–Friday, for more information.