



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). 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 30 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-888-980-8728 (TTY 711)** toll-free.

They are available 7:45 a.m.–4:30 p.m., Monday–Friday. If you need to leave a message, someone will call you back.



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# Kina'ole

## Tips for the best health care experience

On behalf of UnitedHealthcare Community Plan of Hawai'i (UHC), I would like to welcome those of you who are new to our health plan. I would also like to give a special thank-you for our continuing UHC members.

On January 1, 2015, we began the year with a new Medicaid program called QUEST Integration. QUEST Integration combines QUEST and QExA into a single program with many benefits. We hope you have had a chance to look at the new UHC QUEST Integration Member Handbook. This should be your reference guide to help you with the program and getting your needed care. The handbook will let you know how to make the most of your UHC plan.

Our UHC mission is truly "helping people live healthier lives." We have also adopted the meaning of the Hawaiian word "Kina'ole." Kina'ole means doing the right thing, in the right way, at the right time, in the right place, for the right reason, with the right feeling, the first time. We have a team of over 200 caring professional nurses, social workers, customer service agents and support staff in Hawai'i to ensure you receive the highest quality service.

Our goal is for you to receive and remember only exceptional service from us. We would like to give you some simple tips so you can receive the best health care experience. We are partners with you and your health care providers to support you.

- 1. SEE YOUR PCP.** If you do not have a primary care provider (PCP), call Member Services. We can help you choose your personal PCP. Schedule a visit to meet your new doctor and let your doctor learn about your health needs. We suggest an early appointment to establish yourself with your (PCP). Doctors tend to be busy and it may take several days to get an appointment. We also know that doctors tend to see established patients sooner than new patients.
- 2. BE A GOOD HEALTH CARE CONSUMER.** Once a doctor's appointment is made, please plan on getting to the office a little early. Always try to keep your appointments. Be considerate and let your doctor know if you cannot make an appointment. Usually the doctor can reschedule you soon for another visit. Ask your doctor questions about areas of your care you are not clear about. Make sure you understand your conditions and treatment. Your doctor may give you a prescription for medication. When you get your medication, take your medication as directed by your doctor. Let your doctor know if you have side effects from your medication. If you are not able to take certain medications, let your doctor know.
- 3. COMMUNICATE.** Communication is very important to receiving the best health care. It is the key to a successful partnership. There are many changes that may occur throughout the year. It is very important that we have your current contact information to keep you updated with important information. Do we have your correct and current contact telephone number(s) and address? This will help us help you. We want to keep you informed to help you live a healthier life.

We are proud to be your partner in getting you your needed care. The UHC leadership team and I welcome your comments to improve on your experience.

Ronald Y. Fujimoto, D.O.  
Chief Medical Officer  
UnitedHealthcare Community Plan of Hawai'i



**Call us.** Please call UnitedHealthcare Community Plan QUEST Integration Member

Services (7:45 a.m. to 4:30 p.m.

Monday through Friday) toll-free at

**1-888-980-8728** with any questions or comments.



# 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](http://sesamestreet.org/lead) for more information. Download a *Lead Away!* wallet card plus a special activity for kids!



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Partners in Healthy Habits for Life



## Safety first

### 6 tips for medication safety

- 1. KNOW YOUR MEDICATIONS.** Learn their names and possible side effects. Know why you need them. Ask how to take them, how much to take and how often to take them. Never take more or less of a medication without talking to your doctor. Never take medications that were intended for someone else.
- 2. AVOID INTERACTIONS.** Tell your doctor and pharmacist about any other medications or supplements you are taking. Fill all your prescriptions at the same pharmacy or go to a chain store that can see your records from any of its stores.
- 3. DON'T STOP.** You may feel better before the medicine is gone. But keep taking it for as long as your doctor tells you to. With some medications, you must finish the entire prescription for it to work.
- 4. HEED WARNINGS.** Ask your doctor about any foods, beverages or activities you should avoid while taking a medication.
- 5. WATCH OUT FOR SIDE EFFECTS.** Many medicines have side effects. If you have side effects, talk with your doctor.
- 6. GET CHECKED.** Some medication dosages need to be monitored. Ask your doctor if the medications you take require you to get regular blood tests.



**It's listed.** UnitedHealthcare has a list of preferred prescription medications. Find out if your medicine is on the list. Call **1-888-980-8728 (TTY 711)** toll-free or visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



# Ask Dr. Health E. Hound

## Q: When does my child need to see the PCP?

**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
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 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.



## TEST TIME

The Pap test checks for early signs of cervical cancer. The cervix is where the uterus opens to the vagina. Pap tests gently scrape some cells off the surface of the cervix. The cells are looked at under a microscope. This test can find abnormal cells, even before they become cancerous. Early treatment works very well.

Most women ages 21 to 65 should get Pap tests every three years. Some women may need tests more often. Some women may also get tested for HPV, a virus that can cause cervical cancer.



**Is it time?** Ask your women's health provider if you need a Pap test this year.

Need to find a new provider? Use the provider directory at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or, call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

## DID YOU KNOW...?

6.6 million children have hay fever. This is about 9 percent of children in the United States. Hay fever is another term for seasonal allergies.

# 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**.

## Hawai'i's overall health ranking

It's time to celebrate Hawai'i! The state has had its annual health checkup. It's Hana Hou for Hawai'i once again, for the second year in a row! Hawai'i has been named the healthiest state in America. We rank No. 1 for overall health.

America's Health Rankings is sponsored by the United Health Foundation. For the past 25 years, they have been giving each state in America a checkup each year. Hawai'i has always ranked in the top six healthiest states in the nation.

Hawai'i is known for its beautiful sunny days, easygoing breezy climate and of course, the stunning scenery. But Hawai'i is also a place where good health is just part of the culture. We spend a lot of time outdoors year round, but we also have many highly-competent health care professionals and great private, nonprofit and government health organizations that serve our residents.

So let's celebrate by getting out there and eating right. Get lots of exercise. Have fun with your family and friends. Enjoy living in one of the healthiest places in the world!



## DID YOU KNOW?

The Humuhumunukunua'ia is the official state fish of Hawai'i. It was temporarily named state fish from 1985–1990. Then for years, there was no state fish. In 2006, the Humuhumunukunua'ia was once again named the state fish.



# Is it a stroke?

## Know the signs.

Strokes happen when a blood vessel in the brain bursts or is blocked. Depending upon which brain areas are affected and how long it was before treatment began, stroke survivors may suffer mild to severe disabilities.

Knowing the symptoms of stroke can help you get medical help fast. Symptoms include sudden:

- numbness or weakness of face, arm or leg
- confusion, trouble speaking or understanding
- vision changes in one or both eyes
- trouble walking or staying balanced
- severe headache
- double vision, drowsiness, nausea or vomiting

There are three simple tasks that can help you determine if someone is having these symptoms. If someone is having a stroke, he or she may not be able to:

1. smile
2. raise both arms
3. coherently speak a simple sentence

**ER** **Act fast.** Call **911** at the first sign of a possible stroke. Quick treatment is essential.

## Medicine by mail

Did you know that you may be able to save time and get a 90 day supply of medicine? Mail order is easy. It sends your medicine to your home. You don't have to drive or find a ride every month. We can even help your doctor fax or mail the prescription to us.



**Questions?** Call us toll-free at **1-888-980-8728 (TTY 711)**.





# Recipe for good health

## Mouthwatering oven-fried fish

The word “fried” doesn’t seem to go hand-in-hand with “healthy,” right? Here’s one “fried” food that is made with healthy ingredients. Try this recipe with any kind of fish.

### INGREDIENTS:

2 lbs. fish fillets	¼ tsp. white pepper, ground	1 T vegetable oil (for greasing baking dish)
1 T lemon juice, fresh	¼ tsp. salt	1 lemon, fresh, cut in wedges
¼ cup nonfat milk or 1% buttermilk	¼ tsp. onion powder	
2 drops hot pepper sauce	½ cup cornflakes, crumbled, or regular bread crumbs	
1 tsp. garlic, fresh minced		

### PREPARATION:

Preheat oven to 475 degrees. Wipe fillets with lemon juice and pat dry. Combine milk, hot pepper sauce and garlic. Combine pepper, salt and onion powder with cornflake crumbs and place on a plate. Let fillets sit in milk briefly. Remove and coat fillets on both sides with seasoned crumbs. Let stand briefly until coating sticks to each side of fish. Arrange on lightly oiled shallow baking dish. Bake 20 minutes on middle rack without turning. Cut into 6 pieces. Serve with fresh lemon.

**SERVING SIZE:** 1 cut piece

**YIELD:** 6 servings

### NUTRITION FACTS:

Calories 183; Fat 2 g; Saturated fat 1 g; Cholesterol 80 mg; Sodium 325 mg



## Stay on your toes

According to the Centers for Disease Control and Prevention, more than one in three people age 65 and older fall each year. Here are some tips to help keep you on your feet:

- **TALK TO YOUR DOCTOR.** He or she can check to see if your medications are making you dizzy or drowsy.
- **EXERCISE REGULARLY.** Being active can keep you strong and improve balance.
- **GET YOUR VISION CHECKED EACH YEAR.** Wear the right glasses or contact lens prescription.
- **EAT FOR BONE HEALTH.** Get plenty of calcium and vitamin D from dairy products and green vegetables.
- **REMOVE HOME HAZARDS.** Throw rugs and clutter can cause you to trip.
- **TURN UP THE LIGHTS.** Low lighting can hide tripping hazards.
- **ADD HANDRAILS TO STAIRS AND HALLWAYS.** Install grab bars by the tub and toilet.



**Talk it up.** Be honest with your provider about any falls you have, even if you don’t get hurt. Tell your provider if you ever feel dizzy or unsteady. Your PCP can help you prevent falls.

## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-888-980-8728 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-888-980-8728 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support (toll-free).

**1-888-980-8728 (TTY 711)**

**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)**

**Hawai'i Tobacco Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**

**H-KISS** Get FREE information and referrals for children 0–5 years old. Get concerns or questions about how your child is learning and growing addressed (toll-free).

**1-800-235-5477**

### WIC (Women, Infants and Children)

Find out if you qualify for a FREE health and food program for women, infants and children (toll-free).

**1-808-586-8175** in O'ahu

**1-888-820-6425** (toll-free) in neighbor islands

**health.hawaii.gov/wic**

## We speak your language

This document has important information from UnitedHealthcare Community Plan. You can request this written document to be provided to you only in Ilocano, Vietnamese, Chinese (Traditional) and Korean. If you need it in another language you can request to have it read to you in any language. There is no charge. We also offer **large print**, braille, sign language and audio. Call us toll-free at **1-888-980-8728. (TTY 711)**.

Daytoy a dokumento ket aglaon ti napateg nga inpormasyon manipud ti UnitedHealthcare Community Plan. Daytoy a dokumento ket addaan kopya ti Ilocano, Vietnamese, Chinese (Traditional) ken Korean, ket mabalinmo ti dumawat ti kopya daytoy. No masapul mo daytoy ti sabali pay a pagsasao, mabalin mo a dawaten nga ibasa da kenka ti uray anya a pagsasao. Awan ti mabayadan. Maipaay mi pay ti **dadakkel a printa** ti braille, sign language ken audio. Umawag ka kadakami toll-free iti numero a **1-888-980-8728. (TTY 711)**

Tài liệu này có thông tin quan trọng từ UnitedHealthcare Community Plan. Quý vị chỉ có thể yêu cầu chúng tôi cung cấp tài liệu trên văn bản này bằng tiếng Ilocano, tiếng Việt, tiếng Trung Hoa (Phồn thể) và tiếng Đại Hàn. Nếu cần bản này bằng ngôn ngữ khác, quý vị có thể yêu cầu một người đọc bản này cho quý vị bằng bất cứ ngôn ngữ nào. Điều này là miễn phí. Chúng tôi cũng có dạng **chữ in lớn**, chữ braille, ngôn ngữ ra dấu và băng thâu. Xin gọi cho chúng tôi theo số miễn phí **1-888-980-8728. (TTY 711)**.

本文件包含來自 UnitedHealthcare Community Plan 的重要資訊。您僅可要求我們為您提供本書面文件的伊洛果文版本、越南文版本、中文（繁體）版本和韓文版本。如果您需要本文件的其他語言版本，您可要求我們使用任何語言將本文件朗讀給您聽。此為免費服務。我們亦提供**大字版**、盲文版、手語及語音版。請致電免費電話 **1-888-980-8728** 與我們聯絡。（聽障專線 **[TTY] 711**）。

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