



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## HEALTH4ME

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. You can use it to find a provider, see your benefits, or call NurseLine. It's available for Apple or Android tablets and smartphones. Get it for free from your app store. To register with the app, enter group ID MDCAID.

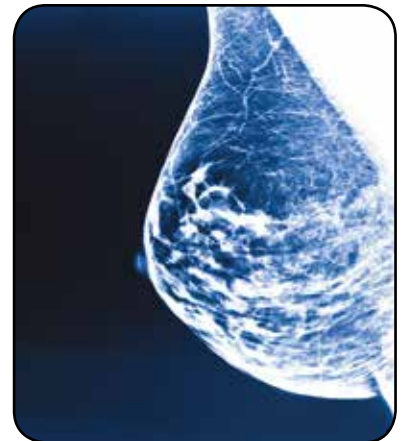
## Stay healthy

### 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.

Preventive care is 100 percent covered when you use a network provider. There is no cost to you. One covered preventive service is mammography.

Mammograms screen women for breast cancer. Starting at 40, get this breast X-ray every year. If you are at higher risk for breast cancer, you may need other tests. You may need to start testing at an earlier age.



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United Health Group

UnitedHealthcare Community Plan  
6220 Old Dobbin Rd.  
Columbia, MD 21045



# Quality matters

## Our 2014 results

UnitedHealthcare Community Plan has a Quality Improvement program. The quality program makes sure our members get better care and services. Each year, we let you know how well UHC is providing health care services to our members.

In 2014, our goals included increasing the number of members who had:


- infant, child, teen and adult well visits
- immunizations
- lead screening
- pap smears and breast screenings
- diabetic lab and eye exams
- asthma treatment

We found more babies were getting well visits. Also, more women were getting breast screenings. Many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that many teenagers were not having annual well visits. Plus, many toddlers did not receive all of their immunizations by age 2.

We encourage our members to get needed services. We want more members to have:

- timely immunizations and lead screenings
- annual well visits for teenagers and adults
- routine breast screenings and pap smears
- annual eye exams, blood pressure screenings and HbA1c testing for diabetic members

Every year, we send members a survey asking how well UHC is meeting your needs. Please respond if you get a survey. Your comments are important to us. Our recent surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. Based on feedback, we are making improvements to member services. We are also exploring new ways to better address our members' needs.

 **Want to know more?** If you would like to know more about our Quality Improvement, health education or outreach programs and our progress toward meeting goals, please call Member Services at **1-800-318-8821** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST.

## Ask Me 3<sup>®</sup>

Health information is not clear at times. The Ask Me 3<sup>®</sup> program run by the National Patient Safety Foundation can help. The program gives you three questions to ask your health care provider during a health care visit, either for yourself or for a loved one.

They are:

- 1. WHAT IS MY MAIN PROBLEM?**
- 2. WHAT DO I NEED TO DO?**
- 3. WHY IS IT IMPORTANT FOR ME TO DO THIS?**

Asking questions can help you be an active member of your health care team.



**Get more info.** For more information on Ask Me 3<sup>®</sup> and to view a helpful video on how to use the questions, please visit [npsf.org/askme3](http://npsf.org/askme3).

Ask Me 3 is a registered trademark licensed to the National Patient Safety Foundation (NPSF). UnitedHealthcare is not affiliated with nor endorsed by NPSF.



# Doctor's orders

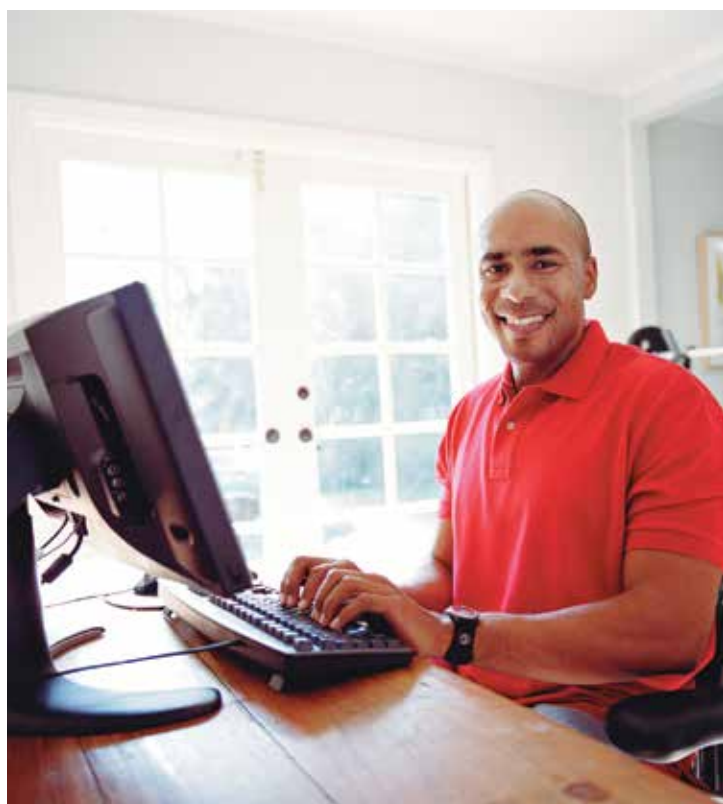
## Are your providers in the network?

Going to a new doctor? Make sure he or she is in the United-Healthcare Community Plan network. Check before you make an appointment. Here are three ways you can find out:

1. Call Member Services at **1-800-318-8821 (TTY 711)** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST.
2. Go to **myuhc.com/CommunityPlan** and use the Find-A-Provider tool.
3. Use the Health4Me App and choose Find Care.

When you see your new doctor, talk openly about your health concerns. Be sure to follow the instructions your doctor gives you. Doctor's orders can be confusing. It's OK to ask for explanations more than once.

It's also important to take medication as prescribed. You might have trouble taking your medication. You could find it hard to fill prescriptions. You might be taking other medications that could interfere with your new ones. Let your doctor know about these problems. He or she can help. There might be a lower cost medication, or one with fewer side effects.



**Need a doctor?** We can also help you find network pharmacies, labs and other providers. Call Member Services at **1-800-318-8821 (TTY 711)** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST. Or visit **myuhc.com/CommunityPlan**, or use the Health4Me app.



## Know your BMI

Two out of three adults are overweight or obese. So are one out of three children. Being overweight puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too high for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



**Know your number.** Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at **cdc.gov/healthyweight/assessing/bmi**.



## Referrals now needed

All UnitedHealthcare Community Plan members are assigned to a primary care provider (PCP). Your PCP is responsible for your health care. He or she will provide you with most of the services and care you need.

Your PCP may send you to a specialist for additional care if you need it. A specialist is a doctor trained in a specific area of care.

Starting this fall, your PCP is required to send UnitedHealthcare a referral for you to see most specialists. This change will help your PCP make sure you get the best care possible. Please work with your PCP to get a referral number before making an appointment to see a specialist.

We told the providers in the Community Plan network about this change. Work with your PCP to continue to receive the care you need.



**Questions?** Call Member Services at **1-800-318-8821 (TTY 711)** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST.



# Baby be safe

## You can avoid giving your baby HIV.

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well.

Pregnant women who take certain drugs very rarely give their babies HIV. The drugs are called antiretrovirals. Babies take the drugs for a short time after they are born.

Also, it's important for women with HIV to not breast-feed their babies. This can reduce the number of babies with HIV.

Today, because of prevention and treatment, only a small number of babies are born with HIV in the United States each year.



**Pregnant?** Planning to get pregnant? Make sure you get tested for HIV. Need a woman's health care provider? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



## Teen time

Your child needs checkups every year through the teen years. At each checkup, the doctor will check your pre-teen or teen's body mass index (BMI), which is a measure of body fat based on height and weight. The doctor will also check your pre-teen or teen's development. The doctor will discuss risky behaviors and safety with your teen.

Your adolescent will get any shots or screening tests he or she needs. When your child turns 11 or 12, it's time for another round of shots. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis



**Get guidance.** Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. See [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services at **1-800-318-8821 (TTY 711)** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST, to get a copy.



# Time to recertify?

## Here's how to keep your benefits.

We want to make sure you keep your health coverage. The state will send you a notice to recertify. It's important that you follow instructions in the notice as soon as possible. This will help you avoid a lapse in coverage. You can save time by having this information ready:

- household monthly income (including pay stubs, W-2 forms, or tax returns if you have them)
- Social Security numbers or document numbers for each household member reapplying for coverage
- date of birth for each household member reapplying for coverage
- immigration information, if applicable

Some members may need to recertify health coverage with Maryland Health Connection. This includes members who:

- are under 65
- are a parent or caretaker relative of a minor child
- are pregnant
- have a child enrolled in Medicaid
- are a former foster care child

For these members, health coverage needs to be recertified annually. There are several ways to recertify:

- Recertify online at [MarylandHealthConnection.gov](http://MarylandHealthConnection.gov).
- Call Maryland Health Connection at **1-855-642-8572 (TTY 1-855-642-8573)**.
- Visit the local Department of Social Services office or Local Health Department.
- Connect with a Certified Application Counselor.
- Request a paper application by calling Maryland Health Connection and apply by mail.

In some cases, the state will review eligibility automatically and notify members of their renewal.

## Let us know

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with grievances and appeals.

- **A GRIEVANCE** is when you tell us you are dissatisfied with a provider, the plan or any matter other than an action taken by the plan.
- **AN APPEAL** is when you ask us to change a decision about your coverage.



**Here's how.** See your Member Handbook to learn more about grievances or appeals. It's available on our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can also call Member Services at **1-800-318-8821 (TTY 711)** toll-free, Monday–Friday, 8 a.m.–7 p.m. EST, to ask for a copy.



# Resource corner

## UnitedHealthcare Member

Services: 1-800-318-8821

New hours: Monday–Friday,  
8 a.m.–7 p.m. EST

24/7 NurseLine: 1-877-440-0251

Public Behavioral Health System:

1-800-888-1965

Transportation: 1-800-318-8821

Special Needs Unit:

1-800-460-5689 (TTY 711)

Special Needs Coordinator:

443-896-9081

UnitedHealthcare Outreach: 1-800-860-5257

UnitedHealthcare Health

Education: 1-855-817-5624

Healthy First Steps: 1-877-813-3417

Department of Social Services:

1-800-332-6347

Maryland Health Connection:

1-855-642-8572

Maryland Medical Assistance Help Line:

1-800-284-4510

Maryland Healthy Smiles

Dental Program: 1-888-696-9596

UnitedHealth Group fraud

hotline: 1-866-242-7727

HealthChoice fraud hotline: 1-866-770-7175

Clinical practice guidelines:

[UHCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html](http://UHCommunityPlan.com/health-professionals/md/clinical-practice-guidelines.html)

**Interpretation services:** Call Member Services to request interpretation services for your medical visits.

## 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.



## 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 fluoridated 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 [dentaquest.com](http://dentaquest.com). Or call Maryland Healthy Smiles toll-free at **1-888-696-9596 (TTY 711)**.

