

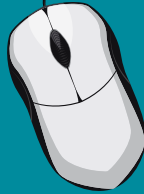
THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

You can print your UnitedHealthcare Community Plan member ID card at [myuhc.com](http://myuhc.com). 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 90 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-800-587-5187 (TTY 711)** toll-

free. They are available during normal business hours, eight hours per day, Monday–Friday. If you need to leave a message, someone will call you back.



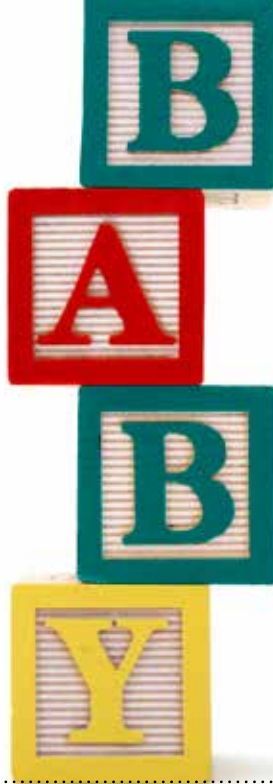
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475 Kilver Street  
Warwick, RI 02886

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# Have you heard about Baby Blocks?

Baby Blocks™ is an online incentive program. It helps pregnant women and new mothers with prenatal and well-baby care. You can earn great rewards with Baby Blocks. Join today and get a \$20 gift card or a cool diaper bag. Stay with the program after the baby is born. Earn up to eight rewards in all. Joining is easy as 1-2-3.

- 1. ENROLL** at **UHCBabyBlocks.com**. Get appointment reminders by text or email.
- 2. GO** to your appointments and record them at **UHCBabyBlocks.com**.
- 3. CHOOSE** your rewards for going to the doctor.



## BY THE BOOK

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 network 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.
- 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 to request an interpreter or get other help with language or translation.
- how the plan decides if new treatments or technologies are covered.
- how to report fraud and abuse.



**Get it all.** You can read the Member Handbook online at **myuhc.com/Community**

**Plan.** Or call Member Services toll-free at **1-800-587-5187 (TTY 711)** to request a copy of the handbook.

## Before baby

### Have a healthy pregnancy.

Nearly one-third of women will have a pregnancy-related complication. Prenatal care can help prevent problems, or catch them early. It's best to see your provider for a checkup before you get pregnant. Then, see your provider:

- at least once before your 12th week
- every four weeks until your 28th week
- every two weeks until your 36th week
- every week until delivery
- four to six weeks after delivery (and also two weeks after delivery if you have a C-section)

At your prenatal visits, you will be given screening tests. Screening tests look for potential problems that might not have any symptoms.



### Take the first step.

Healthy First Steps is a free program for pregnant women and new moms. It provides information and support. Call **1-800-599-5985 (TTY 711)** toll-free to find out how you can join.



# CAGEd in

## Is it a drug or alcohol problem?

Many people think they have their alcohol or drug use under control and don't need help. However, some people drink or take drugs compulsively or without control. They may not be able to judge the size of their problem correctly. They may be addicted to drugs or alcohol.

The CAGE-AID test can help determine if someone has an addiction. It includes the following four simple questions:

1. Have you ever felt you ought to **CUT DOWN** on your drinking/drug use?
2. Have people ever **ANNOYED YOU** by criticizing your drinking/drug use?
3. Have you ever felt bad or **GUILTY** about your drinking/drug use?
4. Have you ever had a drink or taken a drug first thing in the morning as an **EYE-OPENER**, to steady your nerves or get rid of a hangover?

If a person answers yes to any of these questions, he or she may have a problem.



**Need help?** Alcoholism and drug addiction are serious. They need to be diagnosed and treated by the right providers. If you think you need help, call **1-800-435-7486 (TTY 711)** toll-free to learn how to use your behavioral health benefits.

## 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 | ■ 6 months  | ■ 18 months |
| ■ 1 month     | ■ 9 months  | ■ 24 months |
| ■ 2 months    | ■ 12 months |             |
| ■ 4 months    | ■ 15 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.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-587-5187 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).  
**1-800-599-5985 (TTY 711)**  
**UHCBabyBlocks.com**

**LogistiCare** Get help with transportation to and from your medical appointments (toll-free).  
**1-855-330-9131**

**Optum Behavioral Health Services** Learn about and access your behavioral health benefits (toll-free).  
**1-800-435-7486 (TTY 711)**  
**LiveandWorkWell.com**

**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)**

**Smoking Quitline** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW (1-800-784-8669)**



## Breathe easy

### It's allergy season.

If you have allergies or asthma, join the club. About 20 million people in the U.S. have asthma. Allergies affect more than 50 million people.

Allergies happen when your body overreacts to something. It thinks something you eat, breathe or get on your skin is dangerous. Common causes are pollen, molds, animal dander and certain foods. In some people, allergies lead to asthma attacks.

Many allergies can be treated at home. You can avoid some triggers. Over-the-counter medicines can help. See your doctor if your allergies are bad, last a long time or cause asthma symptoms.

#### ALLERGY SYMPTOMS

- itchy, watery eyes
- sneezing, or a stuffy or runny nose
- coughing or wheezing
- rash, hives or inflamed skin

#### ASTHMA SYMPTOMS

- wheezing or coughing
- difficulty breathing
- tightness in the chest



**We can help.** UnitedHealthcare has a program to help people with asthma. You can talk to a nurse on the phone and get reminders about your care. We will send you information about treating asthma. Call Member Services at **1-800-587-5187 (TTY 711)** to learn more.