



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



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It works!

The flu shot keeps millions healthy.

The Centers for Disease Control and Prevention recently studied how well the flu shot works. They looked at flu data from the past six years. They found that the flu vaccine prevented:

- 13.6 million illnesses;
- 5.8 million doctor visits; and
- 112,900 hospitalizations.

Everyone over the age of 6 months should get a flu shot each year. New shots become available in the fall. They protect against the types of flu experts predict will be most common this year. Get yourself and your family vaccinated soon.



Get yours. Members should get their flu shot from their primary care provider.

Know your numbers

It's important to control blood pressure.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is considered prehypertension.

High blood pressure usually has no symptoms. This makes it easy for many people to ignore. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two for men (or fewer).
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Saving lives

There are more than 2 million breast cancer survivors in the U.S. Screenings can help find the disease before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.



What's right for you? Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.



We care about quality

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year we report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2012, our goal was to increase the number of well visits for children ages 3–6 and increase the number of women who saw a doctor early in their pregnancy and had follow-up visits with their doctor after they gave birth. In 2013, we found that more women were going to the doctor early in their pregnancy as well as seeing their doctor after giving birth. The number of well visits for children ages 3–6 was below our goal.

In 2013–2014, we will continue to encourage and try to obtain higher rates of well visits for babies, children and teenagers. We also will try to increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement for the third year in a row in how our members rate getting the care they need, how well their doctors talk to them and how our customer service center treats them. We continue to try to improve our customer service center and now have specialists who can work with members who call more than once about a problem.

 **Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-941-4647 (TTY 711)**.



The last shot

Teens finish their vaccines at age 16.

Turning 16 is a big milestone for teens. Some learn to drive. Most start planning for life after high school. It's also time for one last childhood vaccine — a meningococcal booster shot.

Meningitis is an infection of the covering of the brain and spinal cord. It is most common in people aged 16–21 years. It spreads easily in places like college dorms and military barracks. It can be deadly or cause permanent problems, even with treatment. The vaccine protects against four common kinds of bacterial meningitis.



Check out check-ups. Pre-teens and teens need check-ups every year. They will get any shots they need at these visits. Need to find a doctor for your teen? Use the provider directory at **UHCommunityPlan.com**.

ALL IN THE TIMING

When you call to make an appointment with a provider, tell the office why you need to be seen. This will help them know how soon they need to make your appointment. You should be able to get appointments in the following timeframes.

- Emergency: the same day
- Urgent PCP visit: within 24 hours
- Routine PCP visit: within 28 days
- Specialist visit: within 4 weeks



Need help? If you are having trouble getting an appointment with your provider, let us know. Call Member Services at **1-800-941-4647 (TTY 711)**. If you need a ride to an appointment and have Medicaid or NJ FamilyCare A, call LogistiCare at **1-866-527-9933 (TTY 1-866-288-3133)**.



ID fraud

Fraud, waste and abuse

If you see something, say something.

Medicaid fraud, waste and abuse are rare. But when it happens, we want to know about it. We want to make things right. If you think fraud, waste or abuse is taking place, you must tell someone. You don't have to give your name.

FRAUD, WASTE AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number;
- selling or giving your prescription medicine to anyone else; or
- not being truthful about your health, where you live or your income.

FRAUD, WASTE AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given;
- billing twice for the same service; or
- ordering tests or services you don't need.

2 WAYS TO REPORT FRAUD, WASTE AND ABUSE:

- call Member Services at **1-800-941-4647 (TTY 711)**; or
- report fraud to the State of New Jersey by calling **1-888-937-2835**.

GROW UP STRONG

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time 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.

SHOTS: By age 2, your child will get shots for 14 diseases.



Need help? Are you having a hard time getting appointments with your child's doctor? We can help. Call Member Services toll-free at **1-800-941-4647 (TTY 711)**.



We speak your language

UnitedHealthcare Community Plan wants to help members of all cultures and languages get the care they need. Be sure to let your primary care provider (PCP) know what language you are most comfortable speaking and reading. Tell him or her if you have any special cultural needs.

UnitedHealthcare Community Plan can arrange translation services over the phone. We can also have an interpreter meet you at your doctor's office. We can also provide signers for the deaf and Braille and large print material for members with visual impairment.



Call us. If you would like help or information in a language other than English or in another format, call Member Services at **1-800-941-4647 (TTY 711)**.

MyPlate

Learn how to make healthy eating choices.

MyPlate is the government's new way of explaining good nutrition. It's easy to learn. It divides the plate into four sections with one side dish.

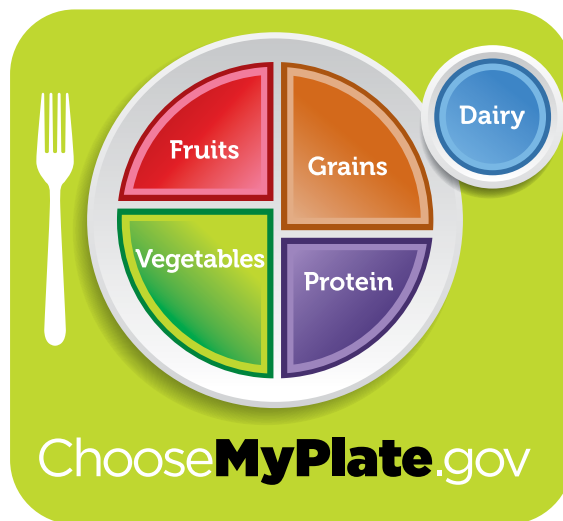
1. FRUITS AND VEGETABLES: They should make up half your plate.

Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

2. GRAINS: Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

3. PROTEIN: Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

4. DAIRY: Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



Set the table. Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit choosemyplate.gov.



Positively

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 only have a 2 percent chance of giving 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 breastfeed their babies. This treatment has reduced the number of babies born with HIV. Today, only a few babies are born with HIV in the United States each year.



Take the first step.

UnitedHealthcare Community Plan has a program for pregnant women called Healthy First Steps. This program helps women get the care and services they need. Find out more by calling **1-800-599-5985 (TTY 711)**.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-941-4647 (TTY 711)

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

Our website Use our provider directory or read your Member Handbook.
UHCCommunityPlan.com

Text4baby Get 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 **text4baby.org**.

National Domestic Violence Hotline Get free, confidential help for domestic abuse.
1-800-799-7233
(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking.
1-800-QUIT-NOW
(1-800-784-8669) (TTY 711)



Beyond the baby blues

Could you have postpartum depression?

After your baby is born, your hormones go through big changes. This can make you feel very emotional. It's common to feel weepy, angry, worried or anxious beginning two to three days after delivery. These are normal feelings.

If these feelings do not go away after a week or start to get worse, you could have postpartum depression. Other symptoms include trouble taking care of yourself or your baby or being unable to do daily tasks. You may feel anxious or have panic attacks. You may think you can't cope with the challenges of motherhood. You may even be afraid you might hurt yourself or your baby.

If you think you may have postpartum depression, talk to your provider right away. It can get better with treatment. Try to take good care of yourself. Eat well and get as much rest as you can. Ask your partner, family and friends for help with the household and the baby. Talk with someone you trust.



Get screened. Part of the postpartum visit is a screening for postpartum depression. See your provider four to six weeks after you give birth. If you had a C-section, also see your provider two weeks after delivery.

