



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.
- 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. Flu shots are available in many locations, such as your doctor's office or a pharmacy. UnitedHealthcare Community Plan pays for flu vaccines. Need to find one that accepts your health plan? Visit **UHCCommunityPlan.com** or call **1-800-587-5187 (TTY 711)**.

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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.



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 checkups. 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 UHCCommunityPlan.com.

We care about quality

Each year, UnitedHealthcare Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2013 (for calendar year 2012), we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had chlamydia screening and follow-up care for children prescribed ADHD medication. For 2013, we want to improve the number of members who have diabetic HbA1c and LDL testing on time and the number of timely prenatal and post-partum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys to make sure we are meeting our members' needs. In 2013, we improved how our members rate our customer service, getting needed care, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2013, we continue to work on improving processes in our prior authorization center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-587-5187 (TTY 711)**.

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 time frames.

- Emergency: immediately
- Urgent PCP visit: within 48 hours
- Follow-up care: within 10 days
- Well care visit: within 6 weeks



Need help? If you are having trouble getting an appointment with your provider, or if you need help getting to your provider's office, call Member Services at **1-800-587-5187 (TTY 711)**.



Baby Steps

Get support for a healthy pregnancy and beyond.

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants and Children (WIC).



Expecting? For a happy and healthy pregnancy, enroll today. Call **1-800-599-5985**, Monday–Friday, 8 a.m.–5 p.m. Central time. Healthy First Steps is already part of your benefits, so there's no extra cost to you.



Put your baby's teeth first

Healthy teeth allow your baby to chew food and talk. They also help shape your baby's face and hold space open for adult teeth to grow in. Adult teeth are bigger than baby teeth, so they need lots of space. When you take care of your baby's teeth by brushing at home and going for check-ups at the dentist, dental visits become a way to prevent cavities instead of just treating them when they happen.

Going to the dentist by age 1 will help make sure your baby's teeth start healthy and stay healthy. This first visit gives you a chance to ask questions. It also helps your baby start to recognize the dentist and dentist office as a nice place with nice people. It gives the dentist and you a chance to make sure your baby's teeth and mouth are healthy.

Team up with a dentist now and put your child on the road to a lifetime of healthy smiles!



Open wide. For more information, visit teethfirstri.org. Children born after May 1, 2000, have dental coverage through the Rite Smiles Program. To find a dentist for your child, contact the Rite Smiles Dental program at **1-866-375-3257** or visit their website.



Connect. Learn. Go!

Do you have a child who struggles with weight? *Join for me*SM can help. The YMCA of Greater Providence and UnitedHealthcare Community Plan are excited to offer young people access to a program to help them find a healthy path in life.

Join for me is designed for children ages 6–17 who want help reaching a healthier weight. This isn't an exercise or diet program. *Join for me* is based on a proven weight management program. Kids learn everyday skills that help them maintain a healthy weight as they grow. These are lasting, life-changing skills your son or daughter can rely on even when he or she becomes an adult.

And kids don't have to do it alone. Twelve months of regular coaching supports your entire family. It is available to eligible families as part of your health benefits plan. Three easy steps guide the process: Connect. Learn. Go!



Join for you. If you want more information on the *join for me* program, call **1-877-554-3755**.



You can quit

Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease in the United States. It's also the No. 1 cause of premature death. Yet, one in five Americans still smokes cigarettes. Millions more people smoke cigars or pipes or chew tobacco. If you are one of more than 60 million tobacco users in the U.S., it's time to quit.

The Great American Smokeout may be a good day for you to quit tobacco — even if it's just for one day. This yearly event takes place this fall on Nov. 21.



You can do it. Talk to your doctor about medications that can help. You can also increase your chances of success with support. Call the national Quitline at **1-800-QUITNOW (1-800-784-8669) (TTY 711)**.

BABY BLOCKS

Are you expecting? Your health is important. Staying healthy starts by going to the doctor. Your doctor can make sure your baby is growing well. After your baby is born, your baby's doctor can help you keep baby safe and healthy. Give your baby a healthy start.

Join Baby BlocksTM to get rewards for having pregnancy and new baby care on time. You can get a \$20 gift card or a cool diaper bag. Stay with the program after your baby is born to earn up to eight rewards in all. It's easy to get started.

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.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-587-5187 (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.
UHCommunityPlan.com

Behavioral Health Access your behavioral health benefits by calling Optum Behavioral Health. You can call 24 hours a day, seven days a week and your call is always confidential.
1-800-435-7486 (TTY 711)
LiveandWorkWell.com

Fraud Hotline Report fraud, waste and abuse.
1-866-242-7727 (TTY 711)
You can also report Medicaid fraud to the Rhode Island Attorney General Office, Fraud Division.
401-274-4400, ext. 2269
or by mail to:
Medicaid Fraud Control
Office of the Attorney General
150 South Main Street
Providence, RI 02903

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)



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.