



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



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## Just joining us?

### 3 tips for new members

Make the most of your benefits. Follow these tips to get off to a great start.

- 1. CARRY YOUR MEMBER ID CARD WITH YOU AT ALL TIMES.** Show your ID card every time you go to a doctor, clinic or pharmacy. If you did not get your card yet, let us know.
- 2. VISIT YOUR PRIMARY CARE PROVIDER (PCP).** Call your PCP's office and ask to have a check-up within the next 30 days. The name and phone number of your PCP are on your ID card.
- 3. COMPLETE A HEALTH ASSESSMENT.** It takes less than 15 minutes and helps us support you with the services you need. We will call you to ask questions about your health, or you can call us when it's a good time for you.



**We're here to help.** Call Member Services at **1-800-941-4647 (TTY 711)**. Or visit our website at **UHCCommunityPlan.com**.

## FINDING THE RIGHT TREATMENT FOR ADHD

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.



### Does your child take ADHD medicine?

Be sure to keep regular appointments with his or her provider. Behavioral therapy and counseling can also help.



## THE RIGHT CARE

We want you to get the right care at the right time and at the right place. We don't want you to get too little care or care you don't really need. We also have to make sure that the care you get is a covered benefit. We do this with utilization management (UM). Only medical professionals perform UM. We do not provide financial incentives or reward anyone in any way for saying no to needed care.



### Questions on UM? Call Member Services at 1-800-941-4647 (TTY 711) toll-free. Ask

to speak with someone in Utilization Management. We will explain how UM works and what it means for your care.



## A family affair

### The whole family can prevent pertussis.

Cases of pertussis are on the rise. Pertussis is also called whooping cough. It causes a severe cough that lasts for weeks. It is spread very easily.

There is a vaccine for pertussis. Multiple doses are needed. The vaccine for young children is called DTaP. The vaccine for preteens and adults is called Tdap. Both kinds of shots protect against tetanus, diphtheria and pertussis.

Babies who are too young to be vaccinated are at high risk for getting pertussis. They can get very sick. Half of infants who get pertussis need to stay in the hospital.

Your family can help avoid pertussis in your home and in your community.

- **INFANTS** need DTaP shots at 2, 4 and 6 months of age.
- **TODDLERS** need a DTaP shot between 15 and 18 months of age.
- **CHILDREN** need a DTaP shot before they start kindergarten or between 4 and 6 years of age.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and adults of any age who will be around a new baby need to make sure they are vaccinated. If you don't know when you got your last shot, it's safe to get another one.



**See your PCP.** Ask your primary care provider about getting vaccinated. If you need a new PCP, call Member Services at 1-800-941-4647 (TTY 711). Or, use our online provider directory at [UHCCommunityPlan.com](http://UHCCommunityPlan.com).

# Sweet heart

## The ABCs of heart disease with diabetes

People with diabetes are much more likely to get heart disease than people without diabetes. That's one reason why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABCs of heart disease and diabetes:

**A IS FOR A1C.** This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.

**B IS FOR BLOOD PRESSURE.** Many adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.

**C IS FOR CHOLESTEROL.** Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



**Are you diabetic?** UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call **1-800-941-4647 (TTY 711)** to learn about these programs.

## Get smart

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 participating 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;
- what copayments or charges you may be responsible for;
- 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 your plan decides what new technologies are covered; and
- how to request an interpreter or get other help with language or translation.



**By the book.** You can read the Member Handbook online at [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com). Or call Member Services at **1-800-941-4647 (TTY 711)** to have a copy of the handbook mailed to you.





## Brush up

Help your children get a good start on a lifetime of healthy teeth and gums. Teach them good habits at an early age and begin regular dental visits. A simple routine that includes brushing, flossing and visiting the dentist regularly is a great start to a healthy smile.

### 5 TIPS FOR A BRIGHT SMILE

- 1. BRUSH YOUR TEETH** twice a day.
- 2. REPLACE YOUR TOOTHBRUSH** every three to four months.
- 3. CLEAN BETWEEN TEETH** daily with floss.
- 4. VISIT YOUR DENTIST** for cleanings and exams every six months.
- 5. EAT A BALANCED DIET** and limit between-meal snacks.



**Smile!** For more information about your dental benefits, please call **1-800-941-4647 (TTY 711)**.

# A one-two punch

You can prevent cervical cancer.

### THE HPV VACCINE

Human papillomavirus (HPV) is the most common sexually transmitted infection. Sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and oral cancers in both men and women.

There is a vaccine for HPV. It works best when given before teens become sexually active. Boys and girls should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26. Ask about it at your pre-teen's next check-up.

### PAP TESTS

In the future, the HPV vaccine will prevent most cases of cervical cancer. But it wasn't available when today's adults were pre-teens. Women should continue to get screened for cervical cancer with Pap tests.

It's a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope. Pap tests are recommended for women age 20 and over. Ask your doctor how often you should be tested.



## WHEN DRINKING IS A DISEASE

Alcoholism is a serious disease. An alcoholic is addicted to drinking. Alcoholism can be deadly if not treated. People with alcoholism can't just stop drinking. They need treatment and support. There are four symptoms to alcohol addiction:

- 1. CRAVING:** You feel a strong need to drink.
- 2. LOSS OF CONTROL:** You can't limit your drinking.
- 3. PHYSICAL DEPENDENCE:** You feel sick if you don't have alcohol.
- 4. TOLERANCE:** You need to drink more alcohol to get drunk.



**Get treatment.** If you or someone you love suffers from alcoholism, get help. Call Member Services at **1-800-941-4647 (TTY 711)** to learn where to get help.

## KNOW YOUR BMI FOR A HEALTHY WEIGHT

Two out of three adults are overweight or obese. So are one out of five 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.

Your doctor can tell you what your BMI is. Or you can calculate it yourself in three steps:

1. Multiply your height in inches by your height in inches.
2. Divide your weight in pounds by the answer to #1.
3. Multiply your answer to #2 by 703.

**!** **Know your number.** Want a computer to do the math for you? You can enter your weight and height to find out your BMI at [cdc.gov/healthyweight/assessing/bmi](http://cdc.gov/healthyweight/assessing/bmi).



# Know your numbers

## Cholesterol and heart disease are a dangerous combination.

High cholesterol is a risk factor for heart disease. But what if you already have heart disease? What if you have other conditions that put you at high risk for heart disease, like diabetes? Then you will want to have even better cholesterol numbers.

Recently, researchers have written new cholesterol guidelines for people with heart disease. They take into account other conditions you may have, like high blood pressure or obesity. They are individual; your doctor will tell you the best levels for you.

Exercise and a diet low in unhealthy fats can help your cholesterol levels. But in people with heart disease, medication is often needed to get levels to the right place. If your doctor prescribes medication, it's important to take it as directed. Don't stop taking it unless your doctor tells you to stop. Make sure you get your cholesterol checked when your doctor says you should.



## Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. COPD makes it hard to breathe. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:

1. **DON'T SMOKE.** Don't allow others to smoke in your home.
2. **AVOID DUST AND FUMES.** Stay inside on bad air days.
3. **GET A FLU SHOT EVERY YEAR.** Ask your doctor about the pneumonia shot.
4. **STAY AWAY FROM GERMS.** Wash your hands often.
5. **MAINTAIN A HEALTHY WEIGHT.** Eat a balanced diet and stay active.



# 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.  
**UHCommunityPlan.com**

**Text4baby** Get text 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**.



## Lead Away!™

Helping to Prevent Lead Poisoning

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *Lead Away!* This initiative gives families information on lead testing and how to prevent lead poisoning.

Learning about lead can help your whole family stay healthy. Lead might not be something you can easily see, but everyone in your family can work together to keep the lead away.

Lead is a kind of metal that can be found in some common items. If lead gets into the body, it can make people sick, especially young children whose bodies are growing. When lead gets into the body, it is called lead poisoning. Knowing where lead can be found is the first step in keeping it away. Lead might be found in:

- dust
- soil
- peeling paint
- old pipes
- old ceramic or pewter cookware
- some toy jewelry and amulets
- some imported cosmetics, toys and crayons

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 before 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!



Partners in Healthy Habits for Life

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