



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

You should start using sunscreen on babies when they are 6 months old. For younger babies, keep skin covered with light clothing and a wide brimmed hat. Use the canopy on the stroller or car seat to provide shade.



## Sun kissed

### What the SPF number on sunscreen means

SPF stands for sun protection factor. The way it works is that the sunscreen will protect you from sunburn for as long as it would take you to burn without it, times the SPF. So, if you would burn in 10 minutes, an SPF 30 sunscreen would protect you for 300 minutes.

However, this figure only works in a lab. In real life, sunscreen wears off after about an hour. It's still very important to use sunscreen. It helps prevent skin cancer and wrinkles.

Wear moisturizer or makeup with sunscreen every day. If you are going to be outdoors for a while, apply a thick coating of sunscreen. Put on more after an hour or after swimming or sweating.





# Crush cancer

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT:** Mammography

**WHY:** To catch breast cancer early

**WHEN:** Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

**WHAT:** Colonoscopy

**WHY:** To catch or prevent colorectal cancer

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

**WHAT:** Pap and HPV screening

**WHY:** To catch or prevent cervical cancer

**WHEN:** Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



**Are you at risk?** Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.

## Take charge

Preparing for your provider's visit can help you get the most out of it. So can making sure your provider knows about all the care you have. Here's how you can take charge of your health care:

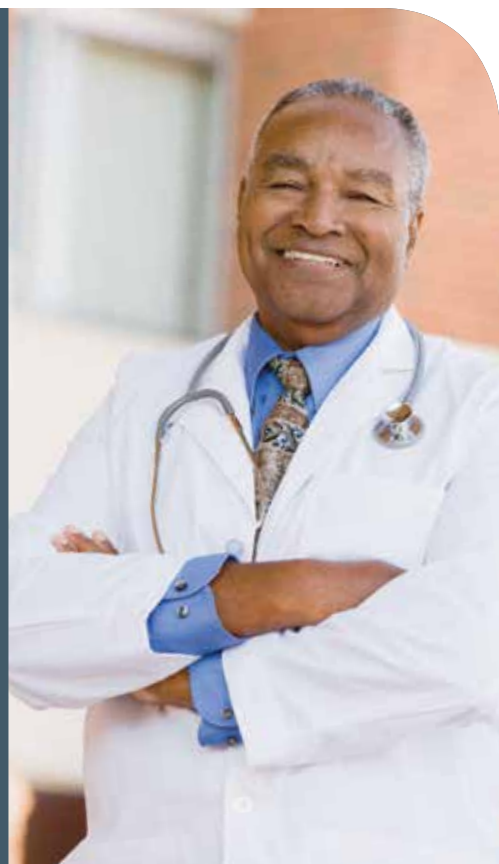
- 1. THINK ABOUT WHAT YOU WANT TO GET OUT OF THE VISIT** before you go. Try to focus on the top three things that you need help with.
- 2. TELL YOUR PROVIDER ABOUT ANY DRUGS** or vitamins you take on a regular basis. Bring a written list.
- 3. TELL YOUR PROVIDER ABOUT OTHER PROVIDERS** you may be

seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you.

- 4. IF YOU ARE SEEING A SPECIALIST, ASK HIM OR HER FOR A REPORT OF THE FINDINGS.** Give this information to your PCP the next time you go.
- 5. WRITE DOWN YOUR SYMPTOMS.** Tell your doctor how you feel. Mention any new symptoms and when they started.
- 6. BRING SOMEONE FOR SUPPORT.** He or she can help you remember and write down information.



**Check out checkups.** See your doctor once a year for a well visit. You will get any tests or shots you need. Need to find a new provider? Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan).





# Fraud and abuse

If you see something, say something.

If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

## FRAUD 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.
- not being truthful about your health, where you live or your income.

## FRAUD AND ABUSE BY PROVIDERS INCLUDES:

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

## TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call Member Services at **1-800-504-9660 (TTY 711)**.
- Or report fraud to the State by calling **1-877-865-3432**.

## We care for you

UnitedHealthcare Community Plan provides care management to members with special needs. Care managers work with the health plan, members' physicians and outside agencies. They help members get the special services and care they need. Care management helps people who have:

- physical disabilities
- complex health problems
- serious mental illness
- other special needs

We also have disease management programs. Members in these programs get reminders about their care and advice from a nurse.

They help members with chronic illnesses such as:

- diabetes
- congestive heart failure
- HIV
- COPD
- hypertension
- sickle cell



**Help is here.** Do you have special needs or need help managing a chronic illness? Call Member Services at **1-800-504-9660 (TTY 711)**. Ask about programs that can help you.

## APPEALING

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**. You can also call Member Services at **1-800-504-9660 (TTY 711)** to ask for a copy.



## Resource corner

**Member Advocate Hotline** Get local assistance for your concerns (toll-free).  
**1-888-246-8140 (TTY 711)**

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).  
**1-800-504-9660 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).  
**1-866-827-0806 (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**

**UHC Pregnant Care Tweets** Get useful tips, info on what to expect and important pregnancy reminders.  
**@UHCPregnantCare**  
**bit.ly/uhc-pregnancy**

**Community Rewards** Children under age 13 and their families enroll to earn points for making healthy choices.  
**UHCCommunityRewards.com**

**Our website** Use our provider directory or read your Member Handbook.  
**MyUHC.com/CommunityPlan**

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



### DON'T FORGET!



It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife six weeks after you give birth. If you had a cesarean section, you should also go two weeks after you give birth.



# Bringing up baby

## Every well-baby visit is important.

Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider. By age 2, your child should have 10 well-baby visits. These well-baby visits are sometimes called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

Well-baby visits help the doctor get to know you and your child. They make sure your baby is healthy. They are also a good time for you 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.
- **SCREENINGS:** Your child's vision, hearing and development will be checked.
- **SHOTS:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

### WHEN TO GO

Ages for well-baby visits are:

- |               |             |             |
|---------------|-------------|-------------|
| ■ 2 months    | ■ 12 months |             |
| ■ 4 months    | ■ 15 months |             |
| ■ 3 to 5 days | ■ 18 months |             |
| ■ 1 month     | ■ 9 months  | ■ 24 months |



**Get rewarded.** UnitedHealthcare Community Plan offers a rewards program for pregnant women and new mothers. It's called Baby Blocks. You can earn rewards for going to prenatal, postpartum and new baby checkups. Visit **UHCBabyBlocks.com** to find out more.