



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Did you know?

About 20 percent of teens are obese. So are about 17 percent of children aged 6 to 11.



Teen time

Check-ups are important.

Your child needs check-ups every year through the teen years. At each visit, the doctor will check your child's body mass index (BMI), which is a measure of body fat based on height and weight. The doctor will discuss risky behaviors, safety, physical activity and nutrition with your teen.

Your child will also get any shots or screening tests he or she needs. At age 11 or 12, it's time for another round of shots. Ask the doctor about the following shots:

- **HPV:** Prevents human papillomavirus
- **Meningococcal Conjugate:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. See myuhc.com/CommunityPlan or call **1-800-941-4647 (TTY 711)** to get a copy.

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UnitedHealthcare Community Plan
P.O. Box 31349
Salt Lake City, UT 84131



What to expect

Remember your postpartum check-up.

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 see your doctor or midwife two weeks after you give birth. At your postpartum check-up, your provider will:

- check to make sure you are healing well from childbirth;
- screen you for postpartum depression;
- do a pelvic exam;
- let you know if you are ready to start having sex again;
- talk about birth control options; and
- answer questions about breast-feeding and examine your breasts.



Pregnant? Join Healthy First Steps. This free program provides support and information. Call **1-877-813-3417 (TTY 711)** to learn more.

Ask Dr. Health E. Hound

Q: Why does my child need to be tested for lead?



A: Lead is a naturally occurring metal. It can be found in many places. It's common in older homes, in soil near busy roads, and in some imported products. Children can inhale or swallow lead.

Lead poisoning can cause serious problems. It can affect your child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, there are treatments that can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



Learn more. Read about lead poisoning and other children's health topics at **KidsHealth.org**.

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 incentives.

Members and doctors have the right to appeal denials. The denial letter sent from UnitedHealthcare Community Plan will tell you how to appeal. The appeal request must be submitted to UnitedHealthcare Community Plan within 90 days of the denial.



Questions? You can talk to our UM staff. Just call **1-800-941-4647 (TTY 711)**, toll-free.

5 facts about chlamydia

1. Chlamydia is the most commonly diagnosed sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.



Your child's partner in health

Your child's primary care provider (PCP) is the person you turn to when your child is sick. He or she provides or coordinates your child's health care, but the PCP also wants to see your child when he or she is well. Well visits help your child's PCP get to know you and your child. Well visits are also a good time for:

- important screenings and tests;
- needed immunizations;
- checking on chronic conditions;
- monitoring any medications your child takes;
- coordinating care given by any specialists your child sees; and
- discussions about development, safety and other topics.

When you see your child's PCP, tell him or her about:

- any medications or supplements your child takes;
- any other providers your child sees, such as specialists or alternative providers;
- any tests or treatments your child has had; and
- any mental health treatment your child gets.

Well visits are covered at no cost to you. Is your child due for a well visit? Call your child's PCP to make an appointment today.



See the PCP. You and your child should feel comfortable with the PCP. If you are not, choose a new one. Visit myuhc.com/CommunityPlan, use the Health4Me app, or call Member Services toll-free at **1-800-941-4647 (TTY 711)**.



Brushing for two

When you're pregnant, you're eating for two — but you're also brushing for two. Being pregnant can be hard on your teeth and gums. Gum disease has been associated with pregnancy complications.

After you give birth, if you have gum disease or tooth decay, germs from your mouth can be passed to your baby by kissing or sharing a spoon. When you take care of your teeth and gums, it can make a difference for your baby, both before and after birth.

- Brush your teeth at least twice daily using a fluoride toothpaste.
- Floss at least once a day and rinse daily with a fluoride mouthwash.
- Choose healthy foods like fruits and vegetables, and avoid sugary or starchy snacks and soda.
- Visit your dentist at least once during your pregnancy. He or she can clean your teeth and help you control any tooth decay or gum disease. A dental visit is safe any time during your pregnancy.



Crush cancer

Are you due for a screening?

Cancer screenings can help diagnose common cancers early. When diagnosed early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, recommendations are:

What: Mammography

Why: To diagnose breast cancer early

When: Women should get their first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40–75 should have a mammogram every year or follow their doctor's recommendations. Clinical breast exams are recommended every three years for women in their 20s and 30s.

What: Colonoscopy

Why: To diagnose or prevent colorectal cancer

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

What: Pap and HPV screening

Why: To diagnose or prevent cervical cancer

When: Pap screening for women every three years beginning at age 20. 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.



Need a dentist? Visit myuhc.com/CommunityPlan or call **1-800-941-4647 (TTY 711)** to find a dentist.



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.



Health4Me

A new app for you

UnitedHealthcare Community Plan has a new member app. It's called Health4Me. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- find a provider;
- call Nurseline;
- view your ID card;
- read your Member Handbook;
- get help and support in your community;
- learn about your benefits; and
- contact Member Services.



Download it today. Do you use a tablet or smartphone? Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.



Antibiotics are not always the answer

Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed.

Most illnesses — in adults and children — are not caused by bacteria. Antibiotics do not help with these illnesses. Only time will make them better. This includes colds and flu, which are caused by viruses. Most ear infections, upper respiratory infections (URIs) after colds, bronchitis and sinus infections are also caused by viruses.

Coping with COPD



Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better 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 if directed by your doctor.** 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.

If you have COPD, it's important to take your medications as directed. You may need inhalers and pills. You might even have to use supplemental oxygen. Work with your provider to make sure you understand what to take, how to take it, and when to take it.



We can help. UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call **1-800-941-4647 (TTY 711)** to find out more.



By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health plan. It explains:

- the benefits and services you have;
- the benefits and services you don't have (exclusions);
- how to find 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;
- your member rights and responsibilities;
- our privacy policy;
- if, when and how you may need to submit a claim;
- where, when and how to get primary, after-hours, behavioral health, specialty, dental, vision, hospital and emergency care;
- 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 health plan decides if new treatments or technologies are covered; and
- how to report fraud and abuse.



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-800-941-4647 (TTY 711)** to request a copy of the handbook.



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-941-4647 (TTY 711)

Twitter Pregnant Care Get useful tips, information on what to expect and important pregnancy reminders.

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

Our website and app Find a provider or read your Member Handbook, wherever you are.

myuhc.com/CommunityPlan

Health4Me

KidsHealth Get reliable information on health topics about and for children and teens.

KidsHealth.org