



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 checkup within the next 30 days. The name and phone number 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 toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**. Or visit our website at **UHC CommunityPlan.com**.

UnitedHealthcare Community Plan  
P.O. Box 2960  
Honolulu, HI 96802

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## Get tested

Did you know that colorectal cancer can be stopped before it starts? It usually starts as a small lump called a polyp. A test called a colonoscopy finds and removes these polyps. With no polyps, no cancer can grow.

Colonoscopy has gotten easier and more comfortable lately. Don't be embarrassed or afraid to have one. Have your first colonoscopy when you turn 50.

### FACTORS THAT RAISE RISK

- inflammatory bowel disease
- family history
- diet high in red meat or fat
- smoking
- obesity

### FACTORS THAT LOWER RISK

- diet high in fiber
- diet high in fruits and vegetables
- taking aspirin or NSAIDs
- regular exercise
- hormone replacement therapy in women



**Know your family history.** If a family member had colon cancer, ask your doctor if you should get tested at a younger age.



## Walking tall

**Exercise can help protect your bones at any age.**

Did you know that bone is living tissue? It can get stronger with exercise and a healthy diet. Exercising when you're young helps build bone mass. It can protect against bone weakness and fracture as you age. When you get older, regular exercise helps keep bones strong. It also helps your muscles grow. Strong muscles can cushion and protect older bones in a fall or other accident.

The best way to exercise your bones is with weight-bearing activity. This includes movement that forces you to work against gravity, such as:

- walking
- climbing stairs
- dancing
- weight training
- jogging



**It's not too late.** It's never too late to start exercising. Talk with your doctor before you start a new exercise program. Ask what exercises are safe for you. Your case manager can help you find affordable ways to exercise.



# Breathe deeply

## Understanding your asthma medication

There are many different medications for asthma. Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written asthma action plan to help you know what to take and when.

### LONG-TERM MEDICATIONS

Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

### RESCUE MEDICATIONS

Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



**Join us.** UnitedHealthcare has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call your case manager.

# 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.
- **PRETEENS** need a Tdap shot between 11 and 12 years of age.
- **ADULTS** need Tdap shots every 10 years. Pregnant women and people 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 toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**. Or, use our online provider directory at **UHCCommunityPlan.com**.



## 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
- old ceramic or pewter cookware
- soil
- some toy jewelry and amulets
- peeling paint
- some imported cosmetics, toys
- old pipes
- 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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## TRIAL AND ERROR

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.

## Ask Dr. Health E. Hound

### Q. How can I keep my child safe at home?


**A.** You can prevent childhood accidents at home with these tips:

- 1. WINDOW SAFETY:** Prevent falls from windows by keeping windows locked when possible. Make sure that screens and window fans or air conditioners are securely attached. Install window guards if necessary. Keep cords from blinds out of reach of children.
- 2. BATH TIME:** Children can drown quickly in very small amounts of water, so stay with them during their entire bath. Do not walk away for even a moment. Also, be careful with buckets of cleaning water and toilets when children are present.
- 3. TOY SAFETY:** Check [cpsc.gov](http://cpsc.gov) regularly for recalls of toys and children's products. Recalled items may be dangerous. Make sure you buy toys appropriate for your child's age. If a small toy can fit in a toilet paper tube, a child can choke on it.
- 4. FIRE SAFETY:** Install a smoke detector on every floor of your house. In apartments, put alarms in the kitchen and near the bedrooms. Replace the batteries twice a year.





## MAKE MYUHC.COM YOURS

- 1. PRINT YOUR MEMBER ID CARD.** If you lose your ID card, you can print it anytime.
  - 2. SEE YOUR BENEFITS.** Want to know if a service is covered by your plan? It's easy to check here to find out for sure.
  - 3. KEEP TRACK OF CLAIMS.** See all the services you received through your health plan, without all the paper.
  - 4. FIND A DOCTOR, CLINIC OR HOSPITAL.** It's easy to search for providers in the network that are close to you.
  - 5. TAKE A PERSONAL HEALTH ASSESSMENT.** This helps us support you with the best health care services based on your needs.
-  **Take three easy steps.** To get started, go to [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan). Click the "Register Now" button. Then enter your member ID card information. You'll be on your way to using [MyUHC.com](http://MyUHC.com).



## 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 toll-free. For QExA members, the number is

**1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**. Ask to speak with someone in Utilization Management. We will explain how UM works and what it means for your care.



## HPV AND ME

Human papillomavirus (HPV) is the most common sexually transmitted infection. It causes genital warts. Most of the time, it is not serious. But 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's recommended for both girls and boys. The vaccine works best when given before teens become sexually active. Children should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26.



**Count to 3.** The HPV vaccine is given as a series of three shots. Ask about it at your pre-teen's next checkup.

## 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.
- how to request an interpreter or get other help with language or translation.



**By the book.** You can read the Member Handbook online at [UHCCommunityPlan.com](http://UHCCommunityPlan.com). Or, call Member Services toll-free to have a copy of the handbook mailed to you. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.



## Eye spy

### Don't let diabetes take your sight.

Diabetic retinopathy is the main cause of blindness in the U.S. It is a common complication of diabetes. It damages the blood vessels in the eye. Most of the time, symptoms do not start until the damage is bad.

Laser surgery can stop diabetic retinopathy from getting worse. But it can't reverse the vision loss that already happened. That's why it is so important to have a diabetic eye exam every year. It can catch diabetic retinopathy before you have symptoms.

The eye doctor will dilate your pupils with eye drops. Then he or she will take a look inside your eye. The test is quick and painless.



**Do you have diabetes?** UnitedHealthcare has programs to help people with diabetes, asthma and other conditions. Call Member Services toll-free to learn about these programs. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

# Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint toll-free.

**QExA: 1-888-980-8728 (TTY 711)**

**QUEST: 1-877-512-9357 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse toll-free.

**QExA: 1-888-980-8728 (TTY 711)**

**QUEST: 1-877-512-9357 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support, toll-free.

**1-800-599-5985 (TTY 711)**

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

**UHCCommunityPlan.com**

**MyUHC** Print ID cards, get information about your benefits and providers or take a health assessment.

**MyUHC.com/CommunityPlan**

**Text4baby** Get text messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Or sign up at **text4baby.org**.



## WE SPEAK YOUR LANGUAGE

This document contains important information. Call toll-free **1-888-980-8728** (QExA local customer service) or **1-877-512-9357** (QUEST local customer service) to get the document in another language or have it orally translated for you.

Naglaon daytoy a dokumento iti napateg nga impormasion. Umawag iti toll-free **1-888-980-8728** (serbisyo lokal para iti kustomer ti QExA) wenno **1-877-512-9357** (serbisyo lokal para iti kustomer ti QUEST) tapno maalam ti dokumento iti sabali a lengguahe wenno maibasa kenka iti maawatam a lengguahe.

Tài liệu này chứa thông tin quan trọng. Gọi số miễn phí **1-888-980-8728** (dịch vụ khách hàng địa phương QExA) hoặc số **1-877-512-9357** (dịch vụ khách hàng địa phương QUEST) để được tài liệu bằng ngôn ngữ khác hoặc tài liệu này được thông dịch cho quý vị.

本文件包含重要資訊。請撥打免費電話 **1-888-980-8728** (QExA 當地客戶服務) 或 **1-877-512-9357** (QUEST 當地客戶服務) 以獲得本文件的其他語言版本，或讓人為您口譯該文件。

이 문서에는 중요한 정보가 수록되어 있습니다. 다른 언어로 번역된 문서를 받아보시거나 구두번역을 원하시면 무료 전화번호 **1-888-980-8728**번(QExA 현지 고객 서비스) 또는 **1-877-512-9357**번(QUEST 현지 고객 서비스)으로 전화하십시오.

Naglalaman ang dokumentong ito ng mahalagang impormasyon. Tumawag toll-free sa **1-888-980-8728** (QExA lokal na serbisyong pangkostumer) o **1-877-512-9357** (QUEST lokal na serbisyong pangkostumer) upang makuha ang dokumento sa ibang wika o ipasalin ito para sa iyo sa paraang pagbigkas.

