



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



END OF LIFE CARE

UnitedHealthcare Community Plan now has a hospice benefit. Hospice provides comfort to dying patients and their families with medical, psychological and spiritual care. Patients may enter hospice when a doctor says they have one year or less to live. Hospice care may be provided in the patient's home or in an inpatient setting. For more information on the hospice benefit, call **1-800-493-4647**.

Take the first step



Healthy pregnancies = healthy babies

If you're pregnant, Healthy First Steps can help. Whether you're expecting your first baby or your third, get personal support every step of the way. When you join, you'll work with a team to help you:

- choose a provider for you and your baby.
- schedule provider visits and find a ride to visits.
- answer questions about what to expect during pregnancy.
- connect with local resources like Women, Infants, and Children (WIC).

We're also available for up to six weeks after delivery. We can help you get care after your baby is born. We'll even make your postpartum appointment for you.



Join today. Call **1-800-599-5985 (TTY 711)** toll-free, Monday through Friday, 8 a.m. to 5 p.m. Central time. Healthy First Steps is already part of your benefits. There's no extra cost to you.

UnitedHealthcare Community Plan
 P.O. Box 1037
 New York, NY 10268

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 United Health Group

Baby basics

5 reasons to vaccinate your child

Years ago, many children suffered or even died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them healthy. If children do not get their shots on time, they are at risk for these diseases. There are many reasons to vaccinate:

- 1. THESE DISEASES ARE STILL AROUND.** Kids can still get them. For example, whooping cough outbreaks have been reported recently.
- 2. DISEASES CAN CROSS BORDERS EASILY.** Some diseases we immunize for are still common in other countries. Travelers can bring them to your community.
- 3. VACCINES ARE SAFE.** They have been tested. Studies show they do not cause autism or other conditions.
- 4. THEY MEAN LESS MISSED WORK AND SCHOOL.** Healthy kids can go to school or day care. Their parents can go to work.
- 5. THEY PROTECT YOUR FAMILY, FRIENDS AND COMMUNITY.** When more people are vaccinated, everyone is safer.



Keep track. Keep a record of what shots your child gets and when. Share it with any new providers you see. Need to find a provider for your child? Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan).



KNOW YOUR DRUG BENEFITS

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

- 1. WHAT DRUGS ARE ON OUR FORMULARY.** This is a list of covered drugs. You are encouraged to use generic drugs when possible.
- 2. HOW TO GET YOUR PRESCRIPTIONS FILLED.** There are more than 65,000 network pharmacies. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. RULES THAT MAY APPLY.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. HOW TO GET EXCEPTIONS.** You can ask for drugs that might otherwise be limited or not covered. Your provider can help you make a request.



Look here. Visit [MyUHC.com/CommunityPlan](https://www.myuhc.com/CommunityPlan) to learn about your drug benefits. Or, call Member Services toll-free at **1-800-493-4647 (TTY 711)**.

Ask Dr. Health E. Hound

Q: Could my child have asthma?

A: Asthma usually begins before a child turns 5 years old. Kids with asthma may wheeze or cough, even when they don't have a cold. They may have trouble breathing sometimes. They may get a lot of lung infections. They may have other allergies, including skin allergies. They may have a parent with asthma. If your child has these signs or risk factors, talk to his or her care provider about asthma.

If your child has asthma, it's important to learn how to manage it. You will need to give him or her medication as directed. You will also need to avoid things that make his or her asthma worse. You will learn how to tell when your child's asthma is flaring up, and when he or she needs emergency care. It's also important to keep all follow-up appointments with your child's provider.



Stop signs

Getting help for alcohol and drug problems

Getting treatment for substance abuse can help you have a better life. Help for you or someone you love can start by talking with a doctor, nurse or counselor. What you tell your provider about substance use is private. It is protected under the law. Here's how to start your recovery:

- **GET HELP RIGHT AWAY.** See your doctor, nurse or counselor within 14 days. Go two more times within 30 days.
- **TAKE AN ACTIVE ROLE.** Keep your appointments. Ask questions. Ask your providers to work together.
- **FIND THE RIGHT PROGRAM.** There are many kinds of help available. Make sure the program feels right for you.
- **GET HELP FROM YOUR FAMILY AND FRIENDS.** Don't try to get better by yourself. Having people you can turn to for support and advice can help.
- **ADD A SUPPORT GROUP.** Talking with others who have "been there" is very helpful. There are many types of online and in-person groups.



Learn more. Visit LiveAndWorkWell.com for more information. Need help finding a counselor or program? Call Member Services toll-free at **1-800-493-4647 (TTY 711)**.



TAKE CARE

Your primary care provider (PCP) is the best person to help you when you are sick or injured. Your PCP knows you and your medical history. He or she has your medical records.

Call your PCP's office first when you need care. You might get an appointment for later that day. Your PCP could call in a prescription to your drugstore. You can even call at night or on weekends.

Your PCP may tell you to go to an urgent care center. You may also go to one if you can't reach your PCP. Many urgent care centers are open at night and on weekends.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.



Need a PCP? To find a new PCP, use the provider directory at MyUHC.com/CommunityPlan.



Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at **MyUHC.com/CommunityPlan**. You may also call Member Services toll-free at **1-800-493-4647 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



TWEETS YOU CAN TRUST

Follow us on Twitter **@UHC PregnantCare**. You can get useful tips, info on what to expect and important pregnancy reminders. We're here to make taking care of yourself, and your baby, a little easier. Visit **bit.ly/uhc-pregnancy**.



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint (toll-free).
1-800-493-4647 (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.
MyUHC.com/CommunityPlan

Text4Baby Get 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**.

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free).
1-800-799-7233 (TTY 1-800-787-3224)

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

