



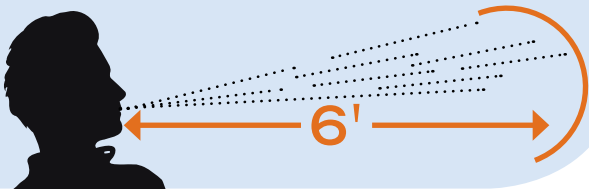
THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



DID YOU KNOW?

The flu virus can travel 6 feet from a person who sneezes or coughs.



Is it the flu?

Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



Flu season is coming. Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.

Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.
- pap smears.
- breast cancer screenings.
- full-term babies.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that many teenagers were not having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want more members to have:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.
- doctor visits shortly after babies are born for new moms.

MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are trying to improve our customer service. We now have specific people who help members who call more than once about a problem. We are looking at new ways that we can better address all of our members' needs.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-866-675-1607 (TTY 711)**.

Back to school

Is your child having trouble in class?

Sometimes, a teacher is the first to notice the signs of ADHD in a child. ADHD stands for attention-deficit/hyperactivity disorder. The child may be having trouble learning. He or she may be disrupting the class.

There are many different signs of ADHD. All children sometimes have some of them. But children with ADHD have several symptoms most of the time. Their symptoms are more severe than in other children. Symptoms last for at least six months. They include:

- easily distracted
- a hard time finishing tasks
- trouble focusing or following directions
- often losing or forgetting things
- not listening
- trouble sitting still
- talking too much



What next? If your child's teacher thinks there may be a problem, the first step is to take your child to his or her primary care provider (PCP).

The PCP may evaluate your child or send you to a specialist. Learn more about ADHD at KidsHealth.org.





The waiting game

How long should you wait for an appointment?

We want your child to get the right services at the right time — and at the right place. When you call to make an appointment, it's important to tell the office why your child needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency PCP appointments: upon presentation at a service delivery site
- Urgent care PCP appointments: within 24 hours
- Non-urgent sick care: within 72 hours, or sooner if the condition deteriorates
- Routine or preventive care PCP appointment: within 6 weeks
- Lab and X-ray: within 3 weeks for regular appointments and 48 hours for urgent care or as clinically indicated
- Emergency hospital services are available 24/7



Need help? If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-866-675-1607 (TTY 711)**.

4 facts about chlamydia

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend women and teens age 25 and younger get tested for it each year. Testing can be as easy as giving a urine sample.
4. Chlamydia can be cured with antibiotics. If not treated, it can cause infertility or other long-term problems.



Check it out. If you are at risk, ask your PCP about testing for chlamydia at your annual woman's health checkup. Need to find a PCP or public health unit? Visit **MyUHC.com/CommunityPlan**.



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. (UnitedHealthcare Community Plan does not cover dental services.)



Resource corner

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

Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono.

Để được trợ giúp biên dịch hoặc để hiểu rõ vấn đề này, vui lòng gọi số.

1-866-675-1607 (TTY 711)

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

1-877-440-9409 (TTY 711)

Healthy First Steps Get pregnancy and parenting support (toll-free).

1-800-599-5985 (TTY 711)

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.

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

MyUHC.com/CommunityPlan

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)

Stay safe together!

UnitedHealthcare has partnered with Sesame Workshop to create home safety tips. They provide tools and strategies for a safe environment.

Your home is where your family learns and plays together. There are lots of simple things you can do to keep your home as safe as it can be. Explore safety with your child during your daily routines.

IN THE BATHROOM

- Stay close at bath time. Together, play a game of "I Spy" or try an experiment to see which toys sink or float.
- Keep medicines, cleaners, beauty products and sharp items out of children's reach, or secured with child safety locks.
- Step safely by placing non-slip bath mats inside and outside of the tub.

IN THE BEDROOM

- Stay safe and sound by placing smoke alarms on every floor and in each bedroom. Change the batteries at least once a year. Mark the special day on the calendar.
- Scoot furniture away from windows and use window guards to make a safe space to play and dream.
- To keep lead away, clean toys regularly and get rid of chipped or worn items.



Get more. For more tips, visit sesamestreet.org/toolkits. Here you will find tools and resources to help your family play and grow together.



Partners in Healthy Habits for Life

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