



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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Your best shot

Arm yourself against the flu.

When fall arrives, so does flu season. Flu is not just uncomfortable and inconvenient. It can mean time off work, serious complications and even death. Thousands of people are hospitalized and die from the flu each year in the U.S.

The best protection? Get vaccinated every year. The U.S. Centers for Disease Control and Prevention recommends a yearly flu vaccine for everyone age 6 months and older.

The vaccine comes in a shot or nasal spray form. Your doctor can tell you when this season's vaccine is available and which type is right for you.



Don't wait! Talk to your doctor about getting the flu vaccine. Need to find a doctor? See the provider directory at www.uhccommunityplan.com or call member services at **1-800-493-4647 (TTY 711)**.

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Nourishment

UnitedHealthcare is partnering with Women, Infants, and Children (WIC). WIC helps keep pregnant and breastfeeding women, new moms and children under five years old healthy. WIC offers:

- vouchers for healthy foods
- nutrition counseling
- breastfeeding information
- help maintaining a healthy weight
- advice caring for a new baby
- health education workshops
- certain health screenings
- referrals for medical and dental care
- help finding child care, housing and fuel assistance
- other services that can benefit the whole family



Here's where. UnitedHealthcare will be working with two WIC locations. They are at 42-71 65th Place in Woodside and 161-100 Jamaica Avenue, Suite 306 in Jamaica. For more information, please contact member outreach toll-free at **1-800-455-2008**.

Quitting time

Why do you want to quit smoking?

If you are a smoker, quitting is the most important thing you can do for your health and the health of your family members. Thinking about your reasons for quitting can be the first step on the path to better health.

- **Live a healthier life.** Smoking causes heart disease, stroke, emphysema, and lung and other cancers. Quitting now will reduce your risk of getting these illnesses. Your health starts getting better as soon as you quit.
- **Live a longer life.** On average, smokers die 13 to 14 years earlier than non-smokers. The good news is that quitters reduce their risk of premature death, no matter their age.
- **Free yourself of addiction.** Nicotine is one of the most addictive drugs known. It is the most common addiction in the country. Research shows nicotine is as addictive as heroin, cocaine or alcohol.
- **Improve the health of people around you.** Secondhand smoke kills. It causes cancer, heart disease and other illnesses. Secondhand smoke is especially harmful to children and infants. It increases their risk of bronchitis, asthma, middle ear infections and pneumonia. It makes asthma worse.
- **Save money.** Smoking a pack a day in New York City costs more than \$4,000 a year. After being quit for just one year, a pack-per-day smoker will have saved enough money to buy a big new flat-screen TV!
- **Feel better.** Get rid of your cough, breathe easier, have more energy and stop feeling sick all the time.
- **Look better.** Quitters have younger-looking skin and whiter teeth.
- **Smell better.** You will smell better and so will your breath. Your hair, clothes, car and home won't stink either.
- **Improve your quality of life.** Soon after you quit, your food will taste better and your sense of smell will improve.
- **Have a healthy baby.** Babies of women who smoke are more likely to be sick or die, and to be born too small or too soon.
- **Have better sexual and reproductive health.** Men who smoke can have trouble getting and keeping an erection. Women who smoke have more difficulty getting and staying pregnant.
- **Stop feeling like an outcast.** There are fewer and fewer places where smoking is allowed. Most New York City smokers have already quit. You can, too.



Be a quitter. Find out more about quitting cigarettes and how to take the next step. Call the New York State Smokers' Quitline at **1-866-NY-QUITS (1-866-697-8487)**. Or, see their website at **www.nysmokefree.com**.



JUST REWARDS

UnitedHealthcare Community Plan wants to help you stay healthy. We reward you with gift cards for getting preventive care. We now offer four different incentive programs!

1. INFANT IMMUNIZATIONS:

Children who are under 2 years old and have received ALL the required shots and screenings will receive a \$20 Babies R Us gift card.

2. POSTPARTUM VISITS:

Moms who have gone for their postpartum visit will receive a \$15 Babies R Us gift card.

3. DIABETIC EYE EXAMS:

Diabetic members who get their yearly eye exam will get a \$15 MasterCard gift card.

4. MAMMOGRAMS:

Women over 40 years old who get their mammogram will get a \$15 MasterCard gift card.



Here's how. All you need to do is provide UnitedHealthcare with evidence of the visit. For more information, please contact member outreach at **1-800-455-2008**.



Be a survivor

Breast cancer screening saves lives.

Breast cancer is the second leading cause of cancer death among U.S. women. But today, there are more than 2 million breast cancer survivors in the U.S. That's partly because breast cancer can be cured if it is found early. Screenings can help find the disease before there are any symptoms. Here are the screenings recommended by the American Cancer Society:

- **SELF-EXAM:** Women should start doing monthly breast self-exams at age 20. A health care expert can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Women aged 40 and older are at the highest risk of breast cancer. They should get this specialized breast X-ray every year.

Women with a higher risk of breast cancer may need a special screening plan. African-American women have a higher risk of breast cancer before age 45. They also have the highest risk of death from breast cancer at all ages. Talk to your provider about your risk of breast cancer. Make a plan for regular screening.

African-American women have the highest risk of death from breast cancer.



Be whole. Janet's Law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call member services at **1-800-493-4647 (TTY 711)**.

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 complaints, grievances and appeals.

- A complaint is when you are dissatisfied with any aspect of the health plan's operations (employees, benefits or providers). You can tell us verbally or in writing. (This applies for Medicaid, Family Health Plus and Child Health Plus members.)
- An appeal is when you ask us to review a decision made by the plan.
- A grievance is an appeal for Child Health Plus members only. It is when you are dissatisfied with a non-clinical decision made by the plan (not a covered benefit, access to a referral).

 **Here's how.** See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at www.uhccommunityplan.com. You can also call member services at **1-800-493-4647 (TTY 711)** to ask for a copy.



We care about quality

Programs help you get the care and services you need.

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

In 2010, we improved the number of members who got prenatal care on time. We also saw more of our adult members get their BMI checked and children get weight assessment and counseling. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations and breast cancer and chlamydia screenings.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2010 surveys showed that most of our members rate the health care they receive above the national average. We listened to our members. In 2011, we have been working to improve our customer service center.

 **Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **212-898-7935 (TTY 711)**.

Who to call

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-493-4647 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-440-0251 (TTY 711)

United Behavioral Health
Get help for mental health or substance abuse problems.
1-888-291-2506 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

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

