

# health **TALK**

FALL 2009



## 5 REASONS WHY ADULTS AND TEENS NEED SHOTS

Many of the vaccinations you got as a child will protect you for life. But you still need some shots as an adult or teen because:

- 1 Some vaccines stop working over time.
- 2 Some vaccines were not available when you were a child.
- 3 You might have missed some vaccinations.
- 4 As you get older, some illnesses are more dangerous.
- 5 Your lifestyle may put you at risk for some diseases.

Talk to your doctor or your teen's doctor about shots you or your teen might need.

A PUBLICATION JUST FOR YOU FROM



### UnitedHealthcare®

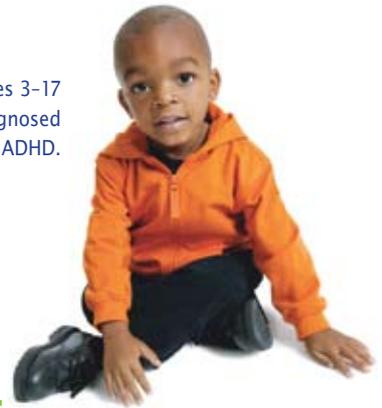
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Do you need this newsletter or other materials in another language or format? Call 1-800-587-5187 (TTY 1-800-587-5188) or visit [www.uhcmedicaid.com/rhodeisland](http://www.uhcmedicaid.com/rhodeisland).

¡VOLTEE PARA ESPAÑOL!

### MENTAL HEALTH

1 in 10 boys ages 3-17 has been diagnosed with ADHD.



## driven to distraction

### COULD YOUR CHILD HAVE ADHD?

All kids get antsy sometimes. They don't always pay attention. But some kids may have these problems most of the time. Their behavior can cause problems at home or school.

If your child has at least five of these symptoms at home and at school, talk to his or her doctor about ADHD:

- Gets distracted easily
- Changes activities quickly
- Forgets things often
- Can't follow directions
- Doesn't finish tasks
- Loses things often
- Talks too much
- Can't sit still for long
- Runs around a lot
- Touches everything
- Is very impatient
- Can't control his or her feelings



**GET HELP** ADHD can be managed. Therapy and medication can help. Parents can learn to help children with ADHD control themselves.

PRSRST STD U.S. Postage  
PAID  
United Health Group  
America's Choice

UnitedHealthcare of New England, Inc.  
475 Kilvert Street  
Warwick, RI 02886



get tested

LIFE GOES ON WITH HIV

**HIV is the virus that causes AIDS.** It is spread through blood, semen and other body fluids.

HIV damages your immune system over time. It does this by killing the cells that help your body fight infection. People with HIV who no longer have enough of these disease-fighting cells get AIDS.

People with AIDS are at risk for getting certain diseases. Even everyday illnesses like the flu can be deadly. There is no cure for HIV, but drug therapy is helping infected people live longer, healthier lives.

This is why it is so important to get tested. People with HIV who take medicine for it can keep from getting AIDS for a long time. They can be careful about not spreading the virus.

**NEED TO KNOW** Send a text message with your zip code to “KNOWIT” (566948) to find out where you can get an HIV test. Or, see [www.hivtest.org](http://www.hivtest.org).

# OH baby!

**Most pregnancies go well.** But serious complications can happen. That’s why it is so important to see a doctor or midwife for prenatal care.

## THREE COMMON COMPLICATIONS

PREECLAMPSIA	GESTATIONAL DIABETES	PRETERM LABOR
High blood pressure caused by pregnancy	Diabetes caused by pregnancy	Contractions start, your cervix opens or your water breaks
Usually after 20 weeks	Begins in the fifth or sixth month	Before 37 weeks
It can keep the baby from getting enough blood. This deprives the baby of oxygen and nutrients.	It can cause a very large baby, or low blood sugar or jaundice in the baby. It can also increase the mother’s risk of diabetes later in life.	Premature babies can have health problems. Mothers can get an infection if water breaks early.
High blood pressure, swelling in the hands, legs and feet that doesn’t go away, headaches, changes in vision	High blood sugar on a routine test	Leaking fluid, regular contractions, pelvic pressure
Delivery if the baby is big enough. Otherwise, bed rest and medicine. Sometimes, you might need to be in the hospital.	Exercise, diet, regular blood testing and sometimes medication or insulin	If the baby is 34 weeks along, it is often safe to deliver. If earlier, your doctor or midwife may give you drugs to slow labor. You might need to be in the hospital or home on bed rest.

**PREGNANT?** Start seeing a doctor or midwife as soon as you are pregnant. You should go monthly for the first six months. Then, go every two weeks for months seven and eight. For the last month, see your provider every week.

# HAPPY quit DAY



## MAKE IT A SMOKE-FREE CELEBRATION

**Are you one of the 43 million people in the U.S. who still smoke?**

The Great American Smokeout takes place on November 19 this year. Why not choose this date to quit?

If you’re ready to quit, mark the date on your calendar. Tell your friends and family about it. Ask them to help hold you to your decision.

Before your quit day arrives, talk to your doctor. Decide what kind of support, nicotine replacement and/or medications you will use. Combining methods can raise your chances of success.

When your quit day comes, get rid of all your cigarettes, lighters and ashtrays. Have substitutes for cigarettes handy. Try gum, hard candy, carrot sticks or even drinking straws.



**WHAT IS A PANDEMIC?**

It has nothing to do with how bad a virus is. It just means the virus has been reported in more than one region.

# The Flu and You

BE FREE FROM THE FLU THIS SEASON

The H1N1 flu virus spread around the world quickly. Because it is a new virus, most people do not have immunity. It is no more dangerous than the regular flu, but that could change. It's important to protect yourself, but not panic.

**WHAT IT IS**

**WHEN IT HAPPENS**

**WHY IT'S DANGEROUS**

**SIGNS AND SYMPTOMS**

**TREATMENT**



**▶▶ SMOKING CAUSES 1 IN 5 DEATHS.**

Stick with your plan and keep busy. If you slip up, don't get discouraged. Just strengthen your resolve and go right back to your plan. You can do it.



**NO BUTTS** See [www.cancer.org](http://www.cancer.org) to find local resources to help you observe The Great American Smokeout. Or call 1-800-QUITNOW (1-800-784-8669) to get help quitting.



### FLU SHOTS

It's always a good idea to get a flu shot each fall. The shot will protect you against common strains of the flu. Although last year's flu shot did not have the H1N1 virus in it, people who had the shot were less likely to get sick from H1N1. Flu shots are even more important for young children, older people and people with certain health conditions.

### HAND WASHING

Washing your hands often is the best way to avoid the flu. Use regular bar or liquid soap and warm water. Wash the back of your hands, your fingers and your palms well. Lather up for 20 seconds. This is about the amount of time it takes to sing the ABCs. If you can't wash your hands, use an alcohol-based hand sanitizer.



### COMMON SENSE

The flu comes on suddenly with a fever, sore throat and a cough. You may feel achy or have a sick stomach. If you get the flu, stay at home for seven days or until you are better, whichever is longer. Cough into a tissue or your elbow. If you have trouble breathing, see your doctor quickly.



**YOUR BEST SHOT** Flu shots are a covered benefit with your health plan. For reliable information about H1N1, see [www.cdc.gov](http://www.cdc.gov) or call 1-800-CDC-INFO (TTY 888-232-6348).



## we measure up

WE WANT YOU TO GET THE RIGHT CARE

**We want you to get the best care possible.** One way for us to tell if we are getting you the best care is by using something called HEDIS®. HEDIS stands for Healthcare Effectiveness Data and Information Set. HEDIS looks at many different kinds of care. Here's what our most up-to-date information from HEDIS tells us:

**MORE OF OUR ADULT MEMBERS ARE GETTING THE FOLLOWING KINDS OF CARE:**

- preventive and ambulatory health services
- well care
- diabetes screening tests
- follow-up after mental health hospitalizations
- prenatal and postpartum care

**MOST OF OUR MEMBERS WHO ARE CHILDREN ARE GETTING:**

- six or more well-child visits
- immunizations
- visits with their primary care physician
- the right medications
- follow-up care for medications

 **WANT RESULTS?** For a complete set of our HEDIS and CAHPS results or more information about our Quality Improvement Program, call Member Services at 1-800-587-5187 (TTY 1-800-587-5188). Or, visit our Web site at [www.uhcmedicaid.com/rhodeisland](http://www.uhcmedicaid.com/rhodeisland).



# finding DOCTOR right

MAKE YOUR PCP YOUR PARTNER IN HEALTH

**When you joined your health plan, you chose a primary care provider (PCP).** Your PCP will provide or coordinate all your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, contact your health plan to choose a new one. Think about what you want in a PCP. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours, or one located near public transportation. There are different types of doctors who are PCPs. They include:

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's health care. They are a good choice for families who want a relationship with one doctor.
- **INTERNISTS** treat adults only. They are a good choice for adults with ongoing health concerns.
- **PEDIATRICIANS** treat children from birth through their teen years.
- **OB/GYNS** provide women's health care. Women can choose one in addition to their PCPs. They provide birth control and STD testing. They also provide prenatal care and deliver babies.

 **WHAT'S YOUR TYPE?** To see a list of participating providers, see [www.uhcmedicaid.com/rhodeisland](http://www.uhcmedicaid.com/rhodeisland). Or call 1-800-587-5187 to ask for a directory. Show your health plan ID card every time you see your doctor.

# urgent care centers in Rhode Island

## WHEN TO USE THEM

People often think they should go to the emergency room (ER) when they are ill or hurt. They go because they think it is fast and open 24 hours a day. Actually, the ER is not the best place for less serious cases. It is also not as fast as you might expect — you might wait four to six hours to be seen.

For less serious cases, call your doctor. Ask if you can be seen that day or the next. If you need medical care and cannot wait, you might want to go to an urgent care center. Some reasons to go to an urgent care center include:

- earaches
- sprains
- skin rashes
- minor cuts where bleeding is controlled
- colds, coughs and sore throats
- most fevers (if there is convulsion or extreme fever in a child, go to the ER)

If you have a question about whether it is an emergency, call your primary care doctor.

▶ LOOK INSIDE FOR  
A LIST OF URGENT  
CARE CENTERS.



# my numbers

MIS NÚMEROS

## urgent care centers in Rhode Island

CENTROS DE ATENCIÓN DE URGENCIA EN RHODE ISLAND

SAVE THIS LIST SO YOU WILL HAVE IT  
WHEN YOU NEED IT.

GUARDE ESTA LISTA PARA CUANDO LA NECESITE.

**BARRINGTON**  
URGENT CARE GROUP  
310 Maple Avenue  
401-289-0011

**BLOCK ISLAND**  
BLOCK ISLAND HEALTH SERVICE  
6 Payne Road  
401-466-2974

**BRISTOL**  
MEDICAL ASSOCIATES OF BRISTOL  
1180 Hope Street  
401-253-8900

**CENTRAL FALLS**  
NOTRE DAME AMBULATORY CLINIC  
1000 Broad Street  
401-726-1800

**COVENTRY**  
PAWTUXET VALLEY MEDICAL  
AND SURGICAL SERVICES  
982 Tiogue Avenue  
401-821-6800

**CRANSTON**  
CRANSTON MEDICAL  
495 Atwood Avenue  
401-943-4540  
GARDEN CITY TREATMENT CENTER  
1150 Reservoir Avenue  
401-946-2400

**MIDLAND MEDICAL**  
1312 Oaklawn Avenue  
401-463-3380

**CUMBERLAND**  
URGENT MEDICAL CARE  
2140 Mendon Road  
401-475-3000

**EAST PROVIDENCE**  
EAST PROVIDENCE MEDICAL CENTER  
525 Taunton Avenue  
401-438-3170

**JOHNSTON**  
ATMED TREATMENT CENTER  
1526 Atwood Avenue, Suite 100  
401-273-9400

**LINCOLN**  
LINCOLN URGENT CARE  
2 Wake Robin Road, Unit 106  
401-333-9595

**MIDDLETOWN**  
FAMILY MEDICENTER  
700 Aquidneck Avenue  
401-847-0519  
NEWPORT COUNTY MEDICAL  
TREATMENT OFFICE  
67 Valley Road  
401-847-4950

**NARRAGANSETT**  
SOUTH COUNTY WALK-IN PRIMARY CARE  
360 Kingstown, Suite 104  
401-789-1086

**NORTH PROVIDENCE**  
NORTH PROVIDENCE MEDICAL SERVICE  
1637 Mineral Spring Avenue, Suite 115  
401-353-1012

**NORTH SMITHFIELD**  
PARK SQUARE URGENT CARE  
65 Eddie Dowling Highway  
401-597-5353

**PAWTUCKET**  
ARMISTICE URGENT CARE  
209 Armistice Boulevard  
401-725-4100  
URGENT CARE CENTER PAWTUCKET  
100 Smithfield Avenue  
401-725-8600

**PROVIDENCE**  
EAST SIDE URGENT CARE  
1195 N. Main Street  
401-861-3782

**SMITHFIELD**  
URGENT MEDICAL CARE  
400 E. Putnam Pike  
401-232-7001

**WARREN**  
METACOM MEDICAL ASSOCIATES  
639 Metacom Avenue  
401-245-1500

**WARWICK**  
STATCARE  
400 Bald Hill Road, Suite 511  
401-737-4420  
WARWICK MEDICAL WALK-IN ROOM  
1131 Warwick Avenue  
401-785-9333

**WESTERLY**  
WESTERLY URGENT CARE CENTER  
77 Franklin Street  
401-596-6464

**WOONSOCKET**  
WOONSOCKET URGENT CARE  
25 John Cummings Way  
401-766-2700



**EMERGENCY**  
EMERGENCIA

PHONE:  
TELÉFONO:



**PEDIATRICIAN**  
PEDIATRÍA

PHONE:  
TELÉFONO:



**PRIMARY CARE  
PROVIDER (PCP)**  
MÉDICO DE  
ATENCIÓN  
PRIMARIA (PCP)

PHONE:  
TELÉFONO:



**OB/GYN**  
GINECOLOGÍA Y  
OBSTETRICIA

PHONE:  
TELÉFONO:



**EYE DOCTOR**  
OFTALMÓLOGO

PHONE:  
TELÉFONO:



**DENTIST**  
DENTISTA

PHONE:  
TELÉFONO:



**PHARMACY**  
FARMACIA

PHONE:  
TELÉFONO:

NOTES:  
APUNTES:

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## member services can answer your questions about:

- How to change your child's pediatrician or your PCP
- How to get a medical interpreter for visits to your doctor
- How to arrange transportation for visits to your doctor
- How to access your covered benefits
- How to file a complaint or appeal
- How to request a Fair Hearing with the Department of Human Services
- How to request a new ID card, Provider Directory or Member Handbook
- Case management and disease management programs you can participate in



## other important numbers

- **CASE MANAGEMENT** staff is available on site in Rhode Island. To see if you are eligible for one of our case management programs or to speak with a Case Manager, call us at 1-800-672-2156.
- Call **UNITED BEHAVIORAL HEALTH** at 1-800-435-7486 (TTY 1-800-486-7914) for information about mental health and substance abuse treatment.
- For advice and help to **QUIT SMOKING**, call 1-800-TRY-TO-STOP (1-800-879-8678, or TTY 1-800-833-1477) to reach the **Try-To-Stop Tobacco Resource Center**. Information is also available on their Web site at [www.trytostop.org](http://www.trytostop.org).

 **FOR MORE INFORMATION** Call Member Services at 1-800-587-5187 (TTY 1-800-587-5188). Information and materials are also on our Web site at [www.uhcmedicaid.com/rhodeisland](http://www.uhcmedicaid.com/rhodeisland).