

Do you need this newsletter or other materials in another language or format?
Call 1-800-587-5187 (hard of hearing dial 711) or visit www.uhcmedicaid.com/rhodeisland.



RED FLAGS

The Red Flags Rule says that health care providers need to help prevent medical identity theft.

They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.



▼ **SEXUAL HEALTH**

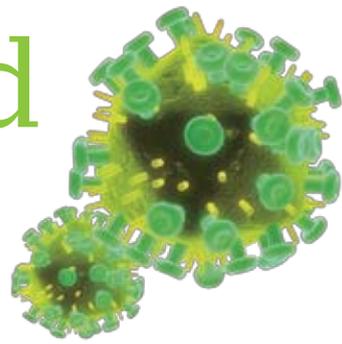
GET tested

LIFE GOES ON WITH HIV

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

Certain people are at higher risk for getting HIV. Having unprotected sex with multiple partners raises your risk. So does injecting illegal drugs.

There is no cure for HIV. But drug therapy is helping infected people live longer, healthier lives. That 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.



i AT RISK? Ask your doctor for an HIV test. Or, text your zip code to **KNOWIT (566948)** to find a free testing clinic near you.



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.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Keeping good control of your diabetes can help prevent these eye diseases.

 **IN CHECK** Glucose monitors are covered under your durable medical equipment (DME) benefit. To find out how to get a glucose monitor, see your member handbook. Or, call Member Services at 1-800-587-5187 (TTY 711).

quality counts

UnitedHealthcare wants all our members to be healthy. That's why we have clinical quality improvement (QI) programs. These programs:

- HELP members with chronic illnesses get the care they need.
- WORK with pregnant women to have healthy babies.
- REMIND members to get important tests and immunizations.
- MAKE sure members get follow-up care after they are in the hospital.
- CHECK to see how certain illnesses are treated.

Part of QI is measuring how well these programs are working. We check doctors' records. We look at claims data. We send surveys to members. We look at these results to see how we can do better. We share this information with providers and members.



 **HAVE IT ALL** To see our latest QI plan and results, visit www.uhcmcaid.com/rhodeisland.com. Or, call Member Services at 1-800-587-5187 (TTY 711).



THE kidney DIET

WHY IT MATTERS WHAT YOU EAT

If you have kidney disease, your doctor probably told you to follow a special diet. Following the diet decreases the stress on your kidneys. You should be careful to have only small amounts of:

- PROTEIN — to decrease the protein load on the kidneys and slow down the kidney disease
- SODIUM — to improve blood pressure control and to avoid fluid buildup
- POTASSIUM (for some people) — to avoid dangerous heart rhythms

Some people may also need to restrict fluids. And if you have diabetes along with kidney disease, you may need a low-carbohydrate diet, too. Your doctor will also watch your calcium and phosphorous levels. Your doctor can do tests to see how your diet is affecting the health of your kidneys.

DIET PLAN Do you need help understanding how to eat the best diet for your kidneys? Ask your doctor to refer you to a dietitian.



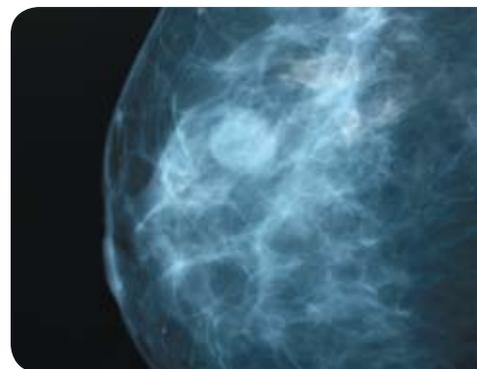
screen stars

MAMMOGRAMS ARE A MUST FOR WOMEN OVER 40

Two out of five women over 40 have not had mammograms in the past year. Are you one of these women? If so, what are you waiting for?

Breast cancer can be cured most of the time when caught early. The best way to catch it early is with regular screenings.

Mammograms are X-rays of the breasts. They can detect breast cancer years before you can feel it. You should have your first mammogram when you turn 40. After that, you should have mammograms every 1–2 years. Women at high risk for breast cancer may start screenings earlier. Talk to your doctor about when you should be screened.



? 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 1-800-587-5187 (TTY 711).

ONEshot

YOU CAN PREVENT SHINGLES

Shingles is a common disease that causes a painful skin rash. It can lead to long-term nerve pain or other complications. Half of the people who get it are over age 60.

Shingles is caused by the *varicella zoster* virus. This is the same virus that causes chicken pox. There is a vaccine that can prevent shingles. It is called Zostavax. It is recommended for people over age 60 with healthy immune systems.



1 OUT OF 3 PEOPLE WILL GET SHINGLES IN THEIR LIFETIME.



YOUR BEST SHOT Ask your doctor if you should get a zoster vaccination. It only needs to be given once.



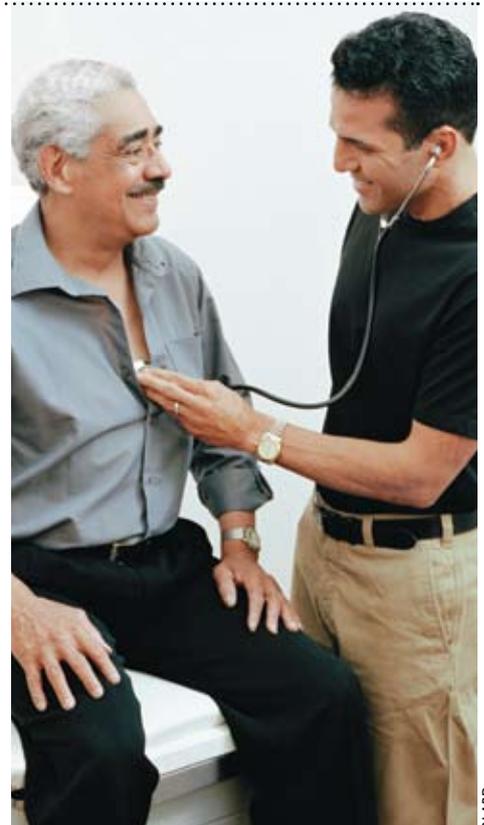
4 tips

HOW YOU CAN GET SAFER HEALTH CARE

Health care safety is a real concern. Doctors and hospitals do what they can to prevent errors. You can help, too. Be a responsible health care consumer. Follow these tips:

- 1 ASK QUESTIONS.** Understand the answers. Choose a doctor you feel comfortable talking to. Bring someone with you to appointments.
- 2 KNOW YOUR MEDICATIONS.** Keep a list of everything you take. Know what you are allergic to. Make sure you understand how to take them. Ask about side effects.
- 3 GET RESULTS.** Ask when you will get test results. If you don't hear from your doctor's office, call them. Understand what the results mean.
- 4 CHOOSE A GOOD HOSPITAL.** Ask your doctor which is the best at treating your problem. You can compare hospitals online.

A BETTER FIT If you are not comfortable with your doctor, choose a new one. To find a provider, visit www.uhcmcaid.com/rhodeisland. Or, call Member Services at 1-800-587-5187 (TTY 711), to ask for a provider directory.



RIABD

game plan

It's important to understand how your health plan works. Knowing this can help you get the most out of your benefits. It can help you avoid having to pay for some of your health care. Read this special insert for information about UnitedHealthcare. Keep it for future reference.



MEMBER **rights** AND **responsibilities**

AS A UNITEDHEALTHCARE MEMBER, YOU HAVE CERTAIN RIGHTS AND RESPONSIBILITIES. IT IS IMPORTANT THAT YOU FULLY UNDERSTAND BOTH YOUR RIGHTS AND RESPONSIBILITIES.

YOU HAVE A RIGHT TO:

- **be treated with respect** and dignity by UnitedHealthcare personnel, network physicians and providers.
- **privacy and confidentiality** for treatments, tests or procedures you receive and all records and communications to the extent of the law.
- **voice concerns** about services and care you receive.
- **register complaints** and appeals concerning your health plan or the care provided to you.
- **receive timely responses** to your concerns.
- **participate in candid discussions** with your physicians about appropriate and medically necessary treatment options for your conditions, regardless of cost or benefit coverage.
- **be provided with** access to health care, physicians and providers.
- **obtain a second opinion** for medical and surgical procedures.
- **participate with your doctor** and other caregivers in decisions about your care.
- **refuse treatment** and not have it affect your future treatment.
- **receive information** about the minimum length of stay for mothers and newborns, to the extent required by law.
- **make recommendations** regarding the organization's member rights and responsibilities policies.
- **receive information** about UnitedHealthcare, our services, network physicians and providers.
- **be informed of and refuse** to participate in any experimental treatment.
- **have coverage decisions** and claims processed according to regulatory standards.
- **choose an advance directive** to designate the kind of care you wish to receive should you be unable to express your wishes.
- **change primary care physicians** at any time.



YOUR HAVE A RESPONSIBILITY TO:

- **know and confirm** your benefits prior to receiving treatment.
- **choose a primary care physician** (PCP).
- **contact an appropriate health care professional** when you have a medical need or concern.
- **show your UnitedHealthcare ID card** before receiving health care services.
- **pay any necessary co-payments** at the time you receive treatment.
- **keep scheduled appointments.**
- **provide information** needed for your care.
- **follow agreed-upon instructions** and guidelines of physicians and health care professionals.
- **use emergency room services** only for injury or illness that, in the judgment of a reasonable person, requires immediate treatment to avoid jeopardy to life or death.



- **participate in understanding** your health problems and developing mutually agreed upon treatment goals.
- **know what benefits** and which providers are covered by UnitedHealthcare and which are not.

- **notify** UnitedHealthcare's Member Services department and your local DHS office of changes in name, address, telephone number, family status or if you have other insurance.
- **call Member Services** when you have questions about your eligibility, benefits, claims and more.

- **call Member Services** to verify that your primary care physician or health care provider is participating in the UnitedHealthcare Rite Care and Rhody Health Partners network before receiving services.



THE **waiting** GAME

HOW LONG YOU SHOULD WAIT FOR AN APPOINTMENT

No one likes waiting. Especially when you don't feel well. That's why we ask doctors who participate in UnitedHealthcare to see patients on time. How fast they should see you depends on why you need the appointment.

To make an appointment, just call your primary care provider (PCP). The doctor's name and phone number are on your ID card. Tell them why you want to see the doctor. We ask providers to see you within the following time frames:

TYPE OF APPOINTMENT	EXAMPLES	APPOINTMENT STANDARDS
Emergency care	Chest pain, asthma attack, serious injury	Immediately
Urgent care	Stomach pain, ear infection	Same day
Regular routine care	Follow-up visits, blood pressure check	14 days
Preventive care	Checkup, sports physicals	4 weeks
After hours access	Change in condition, urgent care	24 hours/7 days a week for primary physicians

If your doctor is not meeting these appointment standards, tell us. Call **1-800-587-5187 (TTY 711)**. Already have an appointment? Don't forget to go. If you need to change or cancel an appointment, call the doctor's office. Try to call at least one day before the appointment.

BY THE BOOK

CHECK OUT YOUR MEMBER HANDBOOK

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).
- your copayments or other ways you pay for your health care.
- 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.
- if, when and how you may need to submit a claim.
- how to find out about participating providers.
- when and how to get routine, after-hours, specialty and emergency care.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.

GET SMART You can read the member handbook online at www.uhcmcaid.com/rhodeisland. Or, call **1-800-587-5187 (TTY 711)**. Ask to have a copy mailed to you.

UM ... WE CAN EXPLAIN

UnitedHealthcare does utilization management (UM). All managed care health plans do. It's how we make sure members are getting the right care at the right time and in the right place. If you have questions about UM, you can talk to our staff. Just call toll-free at **1-800-587-5187 (TTY 711)**. You'll talk to a real UM staff member whose name and job title you will know. If you need to leave a message, someone will call you back.



GIVE US
A call

MEMBER SERVICES
1-800-587-5187

VERANO 2010 | INSERTO ESPECIAL

¡llámenos

SERVICIOS PARA MIEMBROS

servicios para miembros puede responder sus preguntas sobre:

- Como cambiar el pediatra de su hijo o su PCP
- Como conseguir un traductor simultáneo para las citas con su médico
- Como coordinar el transporte para citas con su médico
- Como tener acceso a sus beneficios cubiertos
- Como presentar una queja o apelación
- Como solicitar una Audiencia Justa con el Departamento de servicios Humanos
- Como solicitar una nueva tarjeta de identificación, Directorio de Proveedores o Manual para Miembros
- Programas de gestión de casos y manejo de enfermedades en los que usted puede participar

otros números importantes

- El personal de GESTIÓN DE CASOS está disponible in situ en Rhode Island. Para ver si usted es elegible para uno de nuestros programas de gestión de casos o para hablar con un Gerente de Casos, llámenos al 1-800-672-2156.
- Llame a SALUD DEL COMPORTAMIENTO DE UNITED al 1-800-435-7486 (TTY 1-800-486-7914) para pedir información sobre tratamiento para salud mental y abuso de sustancias.

- Para asesoría y ayuda para DEJAR DE FUMAR, llame al 1-800-TRY-TO-STOP (1-800-879-8678, o TTY 1-800-833-1477) para comunicarse con el Try-To-Stop Tobacco Resource Center (Centro de Recursos para Tratar de Dejar el Tabaco). También hay información disponible en el sitio web en www.makesmoking-history.org.



PARA OBTENER MÁS INFORMACIÓN Llame a Servicios para Miembros al 1-800-587-5187 (TTY 711). También puede encontrar información y materiales en nuestro sitio web: www.uhcmembers.com/rhodeisland.



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 access your covered benefits
- How to request a new ID card, Provider Directory or Member Handbook
- How to file a complaint or appeal
- How to request a Fair Hearing with the Department of Human Services
- How to arrange transportation for visits to your doctor
- 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 website at www.makesmoking-history.org.

 **FOR MORE INFORMATION** Call Member Services at 1-800-587-5187 (hard of hearing dial 711). Information and materials are also on our website at www.uhcmedicaid.com/rhodeisland.