



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

Do you need this newsletter or other materials in another language or format? Call **1-800-587-5187** (TTY 711) or visit www.uhccommunityplan.com.



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

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United Health Group

UnitedHealthcare Community Plan
475 Kilvert Street
Warwick, RI 02886



4 REASONS POSTPARTUM CHECKUPS ARE IMPORTANT

- 1. HEALING:** You'll be checked to make sure you are healing well from childbirth. You will have a pelvic exam. If you had an episiotomy or cesarean section, your incision will be looked at.
- 2. DEPRESSION:** Postpartum depression is common. Your provider will ask you questions to check for postpartum depression.
- 3. SEXUAL HEALTH:** Your provider will let you know if you are ready to start having sex again. This is a good time to talk about birth control options.
- 4. BREAST-FEEDING:** Your provider will examine your breasts. You can ask questions about breast-feeding.

See your doctor or midwife six weeks after you give birth for your postpartum checkup. Call to make this appointment right after your baby is born.



Take the first step.

Join Healthy First Steps, a care management program for pregnant women and new moms. Call **1-800-599-5985 (TTY 711)** to find out more about the program.



Fighting the blues

Don't be embarrassed about depression.

Depression is a medical problem. It is nothing to be ashamed of. More than 20 million Americans have it. It is much more common in women. African-Americans and Hispanics are also more likely to have it. Some signs include:

- a sad mood that doesn't go away.
- not wanting to do things you once enjoyed.
- eating much more or less than you used to.
- trouble sleeping or sleeping too much.
- lack of energy.
- a hard time thinking.
- thinking about death or suicide.

1 out of 20 Americans has depression. Only one-third are getting help.

Depression can be treated. Medication can help. So can therapy. You can also try lifestyle changes. Exercising, getting enough sleep and eating healthy may improve your mood.

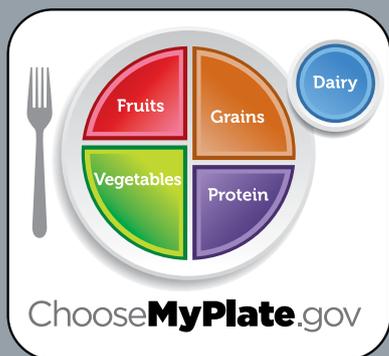


Get treatment. If you have symptoms of depression most of the time for more than a few weeks, talk to your doctor. You can also find a mental health provider by calling United Behavioral Health at **1-800-435-7486 (TTY 711)**.

Question & answer

Q. What's the best way to quit smoking?

A. There are many resources that can help you quit smoking. Medications can help. You can get support on the phone or online. There are classes you can take in person. Keeping a craving journal or counting how much money you are saving by not smoking can also help. For the best results, use as many resources as you can. Talk to your doctor about creating a quit plan that's right for you.



MyPlate

The food pyramid is no more. MyPlate has replaced it. The new system is simpler. It divides the plate into four sections with one side dish.

1. FRUITS AND VEGETABLES:

They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

2. GRAINS: Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

3. PROTEIN: Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

4. DAIRY: Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



Set the table. Learn how to make the best choices in each food group. Find out

how many servings of each food group you need. Visit www.choosemyplate.gov.



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.

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

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.



Did you know? 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)**.



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 tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



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 **1-800-587-5187 (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 on 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 screenings our members had for cervical cancer. We also saw more of our members get follow-up visits after they were in the hospital for a mental illness. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations, well baby visits, and breast and cervical cancer screenings. We also worked on having more members get other care when needed. This includes prenatal and postpartum visits and asthma and diabetes treatment.

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 national averages. 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 **1-800-587-5187 (TTY 711)**.

Who to call

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-587-5187 (TTY 711)

United Behavioral Health
Get help for mental health or substance abuse problems.
1-800-435-7486 (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



Urgent care in Rhode

Centros de atención de urgencia en Rhode Island

Barrington

URGENT CARE GROUP

310 Maple Avenue
401-289-0011

MIDLAND MEDICAL

1312 Oaklawn Avenue
401-463-3380

Block Island

BLOCK ISLAND HEALTH SERVICE

6 Payne Road
401-466-2974

Cumberland

URGENT MEDICAL CARE

2140 Mendon Road
401-475-3000

Bristol

MEDICAL ASSOCIATES OF BRISTOL

1180 Hope Street
401-253-8900

East Providence

EAST PROVIDENCE MEDICAL CENTER

525 Taunton Avenue
401-438-3170

Central Falls

NOTRE DAME AMBULATORY CLINIC

1000 Broad Street
401-726-1800

Johnston

ATMED TREATMENT CENTER

1526 Atwood Avenue,
Suite 100
401-273-9400

Coventry

PAWTUXET VALLEY MEDICAL AND SURGICAL SERVICES

982 Tiogue Avenue
401-821-6800

Lincoln

LINCOLN URGENT CARE

2 Wake Robin Road,
Unit 106
401-333-9595

Cranston

CRANSTON MEDICAL

495 Atwood Avenue
401-943-4540

Middletown

FAMILY MEDICENTER

700 Aquidneck Avenue
401-847-0519

GARDEN CITY TREATMENT CENTER

1150 Reservoir Avenue
401-946-2400

NEWPORT COUNTY MEDICAL TREATMENT OFFICE

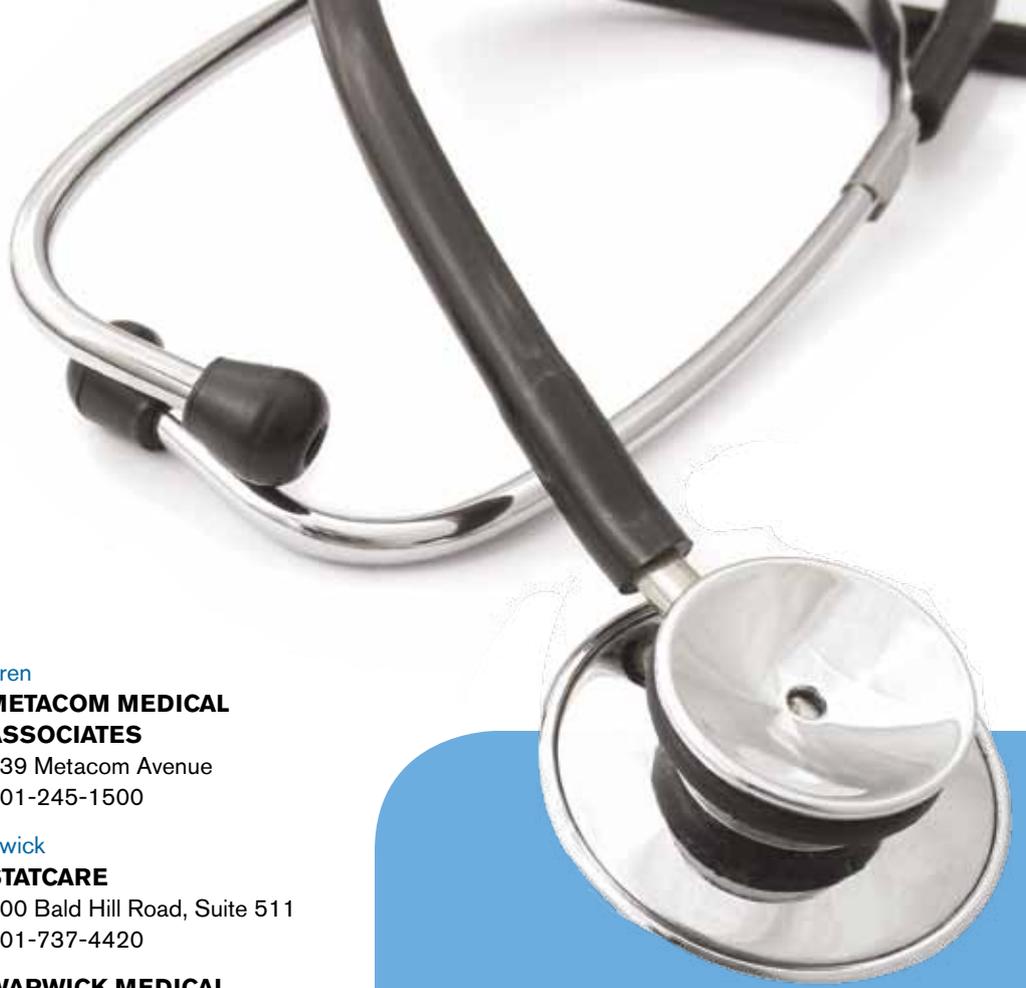
67 Valley Road
401-847-4950



Save this list so you will have it when you need it.

Guarde esta lista para cuando la necesite.

centers Island



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

When to use urgent care

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 4 to 6 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.

Centros de atención de urgencia en Rhode Island



Cuándo utilizar los centros de atención de urgencia

Por lo general, las personas creen que (ER) cuando están enfermas o heridas, ya que piensan que es rápido. También pueden pensar que es el único lugar que atiende las 24 horas del día. Sin embargo, eso no es cierto. La ER no es el mejor lugar para casos menos graves. No es tan rápido como podría esperarse; posiblemente tenga que esperar de 4 a 6 horas para ser atendido. Para casos menos graves, llame a su médico. Pregunte si lo puede atender ese

- dolores de oído
 - cortaduras menores en las que el sangrado está controlado
 - esguinces
 - erupciones en la piel
 - resfriados, tos y dolor de garganta
- mismo día o al día siguiente. Si necesita atención médica y no es posible que un médico lo atienda dentro de poco tiempo, puede visitar un centro de atención de urgencia. Algunas razones para visitar un centro de atención de urgencia incluyen:

Consulte en el interior una lista de centros de atención de urgencia.

- la mayoría de las fiebres (si se presentan convulsiones o una fiebre muy elevada en un niño, visite la ER)
- Si no está seguro de que sea una emergencia, llame a su médico de atención primaria.

Urgent care centers in Rhode Island

