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Call 1-800-587-5187 (TTY 711) or visit www.uhcommunityplan.com.

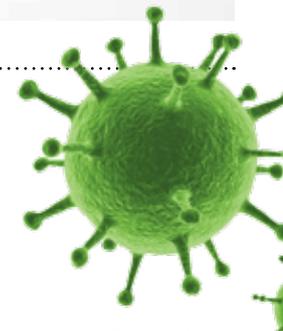


**NEW NAME,
SAME PLAN**

We're now **UnitedHealthcare Community Plan**. Only our name has changed. You will still have the same health benefits, personal support and customer service you're used to. Visit our new website at www.uhcommunityplan.com.

PREVENTION

IN season



IT'S NOT TOO LATE TO FIGHT THE FLU

The flu season has begun. The best way to prevent the flu is with a flu shot. It's not too late to get one. It's recommended for everyone aged 6 months and older.

Take care of yourself during flu season with good nutrition, exercise and rest. This can help keep you strong enough to fight the flu. You can also avoid getting or spreading the flu virus with these tips:

- Stay away from people who have the flu.
- Stay home when you are sick. Don't go out until you are fever-free for 24 hours.
- Wash your hands often.
- Cough or sneeze into your elbow.
- Don't touch your eyes, nose or mouth.



GOING VIRAL If you get the flu, ask your doctor about antiviral drugs.

They can make the flu milder or shorter. They can also prevent complications. Children under 5 years old and people with chronic conditions can especially benefit from antiviral drugs.



take charge

HOW TO MAKE THE MOST OF YOUR DOCTOR'S VISIT

Have you ever left the doctor's office after a visit and couldn't remember what you talked about or what you were supposed to do? You are not alone! Following these tips can help:

PREPARE FOR YOUR VISIT

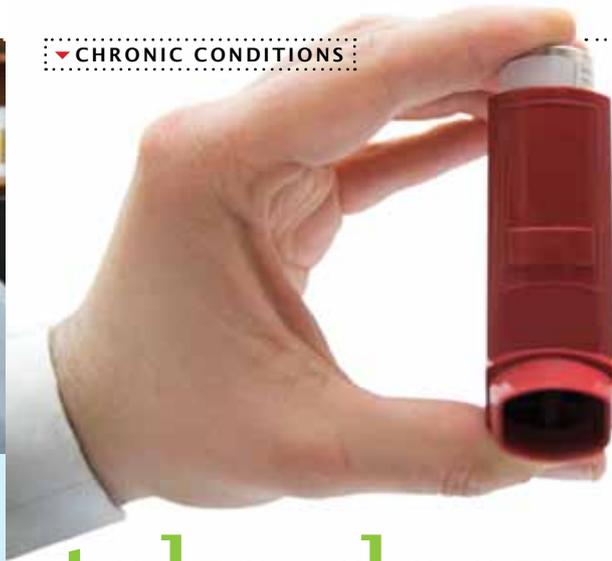
- Think about what you want to get out of the visit. This may be a diagnosis, a referral to another doctor, relief from symptoms or specific information.
- Bring a list of any drugs or vitamins you take on a regular basis. Bringing them with you would be even better.
- Bring notes to help you tell your doctor how you feel. Include new symptoms and when they started. Try to limit it to the top three things that bother you.
- Bring someone for support and to help you remember and write down information.

ASK QUESTIONS

- Ask your most important questions first. Take notes or have a companion take notes.
- Ask the doctor to speak slowly and explain things in a way that you understand.
- Ask about medications and side effects, why he or she is recommending certain treatments or tests and what to do if you are not feeling better.
- Call the doctor's office if you have more questions after you leave.

DON'T LEAVE

- Stay until you can confirm what you heard and what you are supposed to do.
- Write down instructions and information before you leave the office, unless the doctor does this for you.
- Make sure you understand all information about your medications, treatments or condition.
- Make an appointment for another visit if you need more time with the doctor.



take ^Adeep BREATH

UNDERSTAND YOUR ASTHMA MEDICATION

There are many different medications for asthma. Your doctor will prescribe the right ones for you. You should have a written asthma action plan to help you know what to take and when.



need CARE quick?

KNOW YOUR OPTIONS FOR THE RIGHT CARE IN THE RIGHT PLACE

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?

For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care, or your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.



ALMOST 1 OUT OF 10 CHILDREN HAVE ASTHMA.

LONG-TERM MEDICATIONS

■ Some drugs you take every day, even when you are feeling well. These long-term medications keep asthma under control. They can be oral or inhaled. Most help by reducing swelling and opening airways. You might also take allergy medicine. When you first start taking long-term medications, it will be a few weeks until you start to feel better. Not everyone with asthma needs long-term medications.

RESCUE MEDICATIONS

■ Most people with asthma have inhaled rescue medications. You take them only when you are having symptoms. You carry them with you all the time. Rescue medications can stop an asthma attack in minutes. They work for a few hours. They relax the muscles in your airway. You might also take steroid pills for a few days or weeks at a time if you are having trouble managing symptoms.



JOIN US UnitedHealthcare has disease management programs. These programs help people with asthma, diabetes and other conditions manage their health. You can get advice from a nurse and reminders about your care. To join a disease management program, call 1-800-672-2156 (TTY 711).

2. WHEN SHOULD YOU GO TO URGENT CARE?

If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients for many kinds of illnesses or injuries. They can perform some kinds of medical tests on site. Many urgent care centers are open at night and on weekends.

3. WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go to the emergency room with a minor problem, you may have to wait a long time while they treat serious cases first.



a one-two punch

POWERFUL PREVENTION FOR CERVICAL CANCER

More than 11,000 women will find out they have cervical cancer this year.

Hispanic and African-American women are more likely to get it. But here's the good news: There are two powerful tools for prevention and early detection.

CHECK IT OUT Pap tests find cancer early. Start getting Pap tests at age 21, or three years after you start having sex, whichever comes first. Get a Pap test at least every three years. Your doctor may recommend the test more often. Also get checked for HPV.

YOUR BEST SHOT Cervical cancer is often caused by the human papillomavirus (HPV). You get HPV from unprotected sex. There is a vaccine for HPV. It works best when given well before teens become sexually active.



TAKE CHARGE Talk to your doctor about getting cancer screenings. For more information about cancer, call the National Cancer Institute at 1-800-4-CANCER or visit www.cancer.gov.



lock and key

We take your privacy seriously. We are very careful with your health information. We also guard your financial information. We have policies in place to protect this information. These policies explain:

- [how we may use this information.](#)
- [when we may share this information with others.](#)
- [what rights you have to your information.](#)

★ IT'S NO SECRET You may read our privacy policy online at www.uhcommunityplan.com. You may also call member services at 1-800-587-5187 (TTY 711) to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

your voice matters

You may get a survey from us in the mail. It asks questions about how happy you are with your health plan. If you get a survey, please fill it out and mail it back. Your answers will be confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

■ SURVEY SAYS If you would like to see the results of previous surveys, visit www.uhcommunityplan.com. Or, call member services at 1-800-587-5187 (TTY 711) to ask us to mail you a copy.



babyFACE

START YOUR BABY ON THE PATH TO PREVENTION

Babies grow and change quickly. That's why it's important for your child to have regular visits with his or her primary care provider. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

These visits make sure your baby is healthy and growing well. They are also a good time for you to ask about your baby's development and behavior. By age 2, your child should have 10 well-baby (EPSDT) visits. Ages for these visits are:

- 3 to 5 days
- 9 months
- 1 month
- 12 months
- 2 months
- 15 months
- 4 months
- 18 months
- 6 months
- 24 months

BABY'S BEST SHOT

By age 2, your child should be protected from 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

📍 STEP ONE UnitedHealthcare has a program that can help your baby get a good start on life. It's called Healthy First Steps. All pregnant women and new moms can join. See www.uhcommunityplan.com or call 1-800-599-5985 to learn more about Healthy First Steps.

DO VACCINES CAUSE AUTISM?



No. Any potential link between autism and vaccines has been studied. Study results show that vaccines do not cause autism. Experts with the American Academy of Pediatrics, the Centers for Disease Control and other agencies agree with these studies.

