



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## May is Mental Health Month.

Everyone deserves good mental health. Whether you have a minor mental health condition that's affecting your quality of life or a serious mental illness, help is available. Common problems such as depression, anxiety, bipolar disease and eating disorders can be treated.

## The right dose

### 4 tips for people who use antidepressants

Many people are helped by medicine for depression. If your doctor suggests antidepressants, keep in mind:

- You might need to try more than one medication.** Some people feel better on the first one they try. Others need to try different antidepressants until they find the one that works best for them.
- They usually take a while to work.** Some medications take at least six weeks until they make you feel better. Be patient, and keep taking your medicine as directed.
- Most people notice side effects.** However, they usually go away after a few weeks. Talk to your doctor if they don't.
- Don't quit your medicine suddenly.** You need to work with your doctor to taper your dose.



**Follow up.** If you are getting treatment for mental health, keep your follow-up appointments. If you were hospitalized, see your provider within seven days after you leave the hospital.

Call **1-855-802-7089 (TTY 711)** or visit [LiveandWorkWell.com](http://LiveandWorkWell.com) and enter access code UHCWA to search for a provider.

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# What to expect

## Remember your postpartum checkup.

It's easy for a new mom to neglect her own health. But it's very important to see your doctor or midwife six weeks after you give birth. If you had a Cesarean section, you should also go two weeks after you give birth. At your postpartum checkup, your provider will:

- check to make sure you are healing well from childbirth
- screen you for postpartum depression
- do a pelvic exam

- let you know if you are ready to start having sex again
- talk about birth control options
- answer questions about breast-feeding and examine your breasts



### Pregnant?

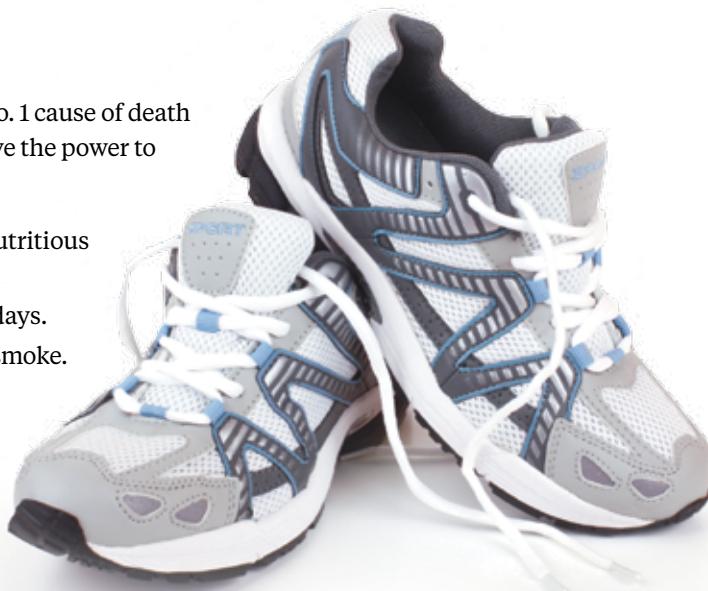
Join Healthy First Steps. This free

program provides support and information. Call **1-877-813-3417 (TTY 711)** to learn more. You can also get appointment reminders and rewards by joining Baby Blocks at **UHCBabyBlocks.com**.

## You have the power

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. Eat right.** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. Be active.** Aim for at least 30 minutes of moderate activity most days.
- 3. Don't smoke.** Also avoid other forms of tobacco and secondhand smoke.
- 4. Know your numbers.** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. Watch your weight.** Maintain the right weight for your height.
- 6. Limit stress.** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.



# The right care

## How utilization management works

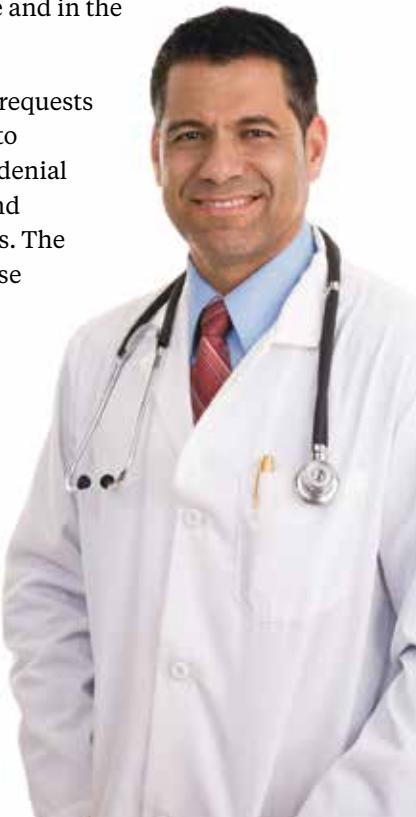
UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews all coverage requests when the care does not seem to meet guidelines. Approval or denial decisions are based on care and service as well as your benefits. The decisions are not made because of financial or other rewards.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 90 days of the denial.



**Questions?** You can talk to our UM staff. Just call **1-877-542-8997 (TTY 711)**, toll-free.



## 5 facts about chlamydia

1. Chlamydia is the most commonly diagnosed sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts recommend sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.



## Your partner in health

Your primary care provider (PCP) is the person you turn to when you are sick. He or she provides or coordinates your health care. But your PCP also wants to see you when you are well. Well visits help you and your provider get to know each other. They are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety and other topics

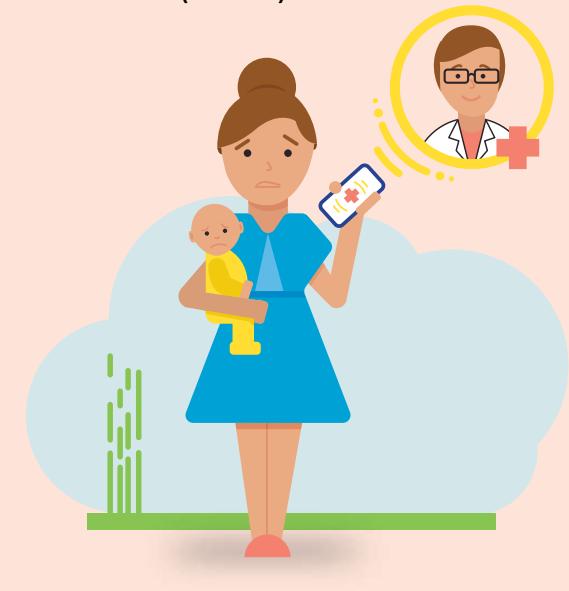
When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had
- any mental health or substance abuse treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



**See your PCP.** You should feel comfortable with your PCP. If you are not, choose a new one. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the Health4Me app. Or call Member Services toll-free at **1-877-542-8997 (TTY 711)**.





# Good guidance

UnitedHealthcare Community Plan has practice guidelines that help providers make health care decisions. These guidelines come from nationally recognized sources. There are practice guidelines for conditions including:

- asthma
- heart disease
- attention deficit
- heart failure
- hyperactivity disorder
- high blood pressure
- (ADHD)
- obesity
- bipolar disorder
- prenatal care
- chronic obstructive
- pediatric preventive
- pulmonary disease
- health care
- (COPD)
- substance abuse
- disorders
- depression
- transplants
- diabetes

 **Get it all.** Call Member Services to request a copy at **1-877-542-8997 (TTY 711)**. You can also find our practice guidelines at [UHCCommunityPlan.com](http://UHCCommunityPlan.com).

## Sneezing season

Does your child seem to get a lot of colds in the spring? Is your child's asthma worse in the summer? Your child could have seasonal allergies, also called hay fever. Seasonal allergies cause symptoms such as:

- sneezing
- wheezing or worsening asthma
- runny nose
- red, itchy or watery eyes
- itchy nose or throat
- coughing



Airborne pollens and molds trigger seasonal allergies. Plants and trees release their pollens and molds at different times. A child may only be allergic to certain kinds of them. And children may react differently to these triggers. That is why one child may have itchy eyes in May and another child sneezes often in July. If you think your child may have seasonal allergies, talk to his or her provider.

 **Learn more.** To learn more about allergies and other children's health topics, visit [UHCCommunityPlan.com/WAkids](http://UHCCommunityPlan.com/WAkids).

## Ask Dr. Health E. Hound

**Q: Why does my child need to be tested for lead?**



**A:** Lead is a naturally occurring metal. It can be found in many places. It's common in older homes, in soil near busy roads, and in some imported products. Children can inhale or swallow lead.

Lead poisoning can cause serious problems. It can affect your child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, there are treatments that can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



**Learn more.** Read about lead poisoning and other children's health topics at [UHCCommunityPlan.com/WAkids](http://UHCCommunityPlan.com/WAkids).



# 3 myths busted

## Mental health facts to know

**Myth: There's no hope for people with mental health problems.**

**Fact:** There are more treatments and community supports than ever before. People with mental health disorders lead active, productive lives. Studies show that most people with mental health problems get better. Many recover completely.

**Myth: Mental health problems cannot affect me.**

**Fact:** Mental health concerns are very common. One in four people experience some kind of mental health problem within the course of a year. Mental health problems can affect anyone.

**Myth: Children do not experience mental illnesses.**

**Fact:** One in 10 children between the ages of 1 and 15 has a mental health disorder.



**Need help?** We can put you in touch with mental health providers in your area. We can help you find the tools and supports you need to feel better. Call **1-855-802-7089**

**(TTY 711).** Or, visit **LiveandWorkWell.com** and enter access code UHCWA to search for a provider.

## Find what you need

Find what you need at **UHCCommunityPlan.com** or at our members-only site at **myuhc.com/CommunityPlan**. Or use the Health4Me app. When you use these sites, you don't need to worry about where to keep health plan documents. You will always know where to find them when you need them most. Here's what you will find on our websites:

- **Member Handbook:** Includes details about your benefits and covered services
- **Provider Directory:** A list of in-network providers
- **Drug Formulary:** The list of medications covered by your plan
- **Health Risk Assessment:** A survey that helps us better understand your health care needs and get you the care you need
- **Advance Directives:** Legal forms that state your wishes about your future medical care if you become too ill to make decisions about your care
- **Member Rights, Appeals And Grievances:** Forms that explain your rights and responsibilities as a member. Also, forms that explain how to file an appeal or grievance.



**Need a copy?** Our Member Services team is ready to help. You can receive information in your preferred language or another format such as large print, Braille or audio tapes. Call **1-877-542-8997 (TTY 711)** Monday–Friday, 8 a.m. to 5 p.m.



## Resource corner

**Member Services** Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

**1-877-542-8997 (TTY 711)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-877-543-3409 (TTY 711)**

**Baby Blocks** Join a rewards program for pregnant women and new moms.

**UHCBabyBlocks.com**

**Healthy First Steps.** Get pregnancy and parenting support.

**1-877-813-3417 (TTY 711)**

**Twitter Pregnant Care** Get useful tips, info on what to expect and important pregnancy reminders.

**@UHCPregnantCare**

**@UHCEmbrazada**

**bit.ly/uhc-pregnancy**

**Our website and app** Find a provider, read your Member Handbook or see your ID card, wherever you are.

**myuhc.com/CommunityPlan**

**Health4Me**

**KidsHealth** Get reliable information on health topics about and for children and teens.

**UHCCommunityPlan.com/WAKids**

**United Behavioral Health** Get help for common mental health issues such as anxiety or depression.

**1-855-802-7089 (TTY 711)**

**March Vision** Search for a vision care center near you.

**MarchVisionCare.com**

Or call Member Services at

**1-877-542-8997 (TTY 711)**

**Smoking Quitline** Get free help quitting smoking.  
**1-800-QUIT-NOW (1-800-784-8669)**

## By the book

Have you read your Medical Benefits Book? 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)
- how to find network providers
- how your prescription drug benefits work
- 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
- your member rights and responsibilities
- our privacy policy
- if, when and how you may need to submit a claim
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- how to voice a complaint or appeal a coverage decision
- how to request an interpreter or get other help with language or translation
- how the plan decides if new treatments or technologies are covered
- how to report fraud and abuse



**Get it all.** You can read the Medical Benefits Book online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-877-542-8997 (TTY 711)** to request a copy of the handbook.

