



HealthTALK

SUMMER 2018 | ¡VOLTEE PARA ESPAÑOL!



KidsHealth®

UnitedHealthcare and KidsHealth® have teamed up to provide advice you need, when you want it. Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. For healthy facts at your fingertips, visit uhc.com/kids today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

Toothache?

A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.



That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-877-542-9238, TTY 711.**

UnitedHealthcare Community Plan
10895 Grandview, Ste. 200
Overland Park, KS 66210

Is My Medicine Covered?

Your plan covers a long list of medicines or prescription drugs. There are no copays for medicines that are covered on the Preferred Drug List (PDL) or Formulary. The PDL list is a subset of all drugs covered under the plan. Your doctor uses these lists to make sure the medicines you need are covered.

If you are asked to pay for your medicines, call Member Services at **1-877-542-9238**. They can work with you to find out why. Some reasons you may be asked to pay for all or part of your medicine are:

- You have a primary insurance coverage other than your UnitedHealthcare KanCare plan. Always make sure you give the pharmacy all of your insurance cards.
- You try to refill too soon. Sometimes an early refill is allowed.
- You are using a pharmacy that is out of network. You must use an in-network pharmacy.
- Your medication is not a preferred PDL drug. You will need to work with your doctor to select a preferred PDL drug.



- Your medication may require a prior authorization. Your doctor can work directly with UnitedHealthcare.
- You just became eligible, or had a change to your eligibility status.
- You just joined UnitedHealthcare from a different plan.
- You have an unmet spenddown.

You can find both the Preferred Drug List and the formulary list online at myuhc.com/CommunityPlan. You can search for a medicine name on the website. You can also call the OptumRx Help Desk at **1-877-305-8952**, Monday–Sunday, 24 hours a day.



Breathe easy.

Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



We can help. We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-877-542-9238, TTY 711**, to learn more.

Wheel fun.

3 tips for bicycle safety.

It's fun to be active outdoors. Riding a bike is a great way to get around. It's good exercise, too. Make every ride a safe ride with these tips.

- 1. Wear a helmet.** Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Use only helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet every time he or she rides.
- 2. Teach traffic safety.** Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell him or her to ride on the right side, with traffic, and obey traffic signs and signals.
- 3. Use right-sized bikes.** Don't buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of his or her feet on the ground.



Stay safe. Get more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit uhc.com/kids.



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 suggest 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.



Find Dr. Right. See your primary care provider for STI counseling and testing. Need a new PCP? Visit myuhc.com/CommunityPlan or use the **Health4Me**® app. Or call Member Services toll-free at **1-877-542-9238, TTY 711.**



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).
1-877-542-9238, TTY 711

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

myuhc.com/CommunityPlanHealth4Me[®]

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-855-575-0136, TTY 711

Text4baby: Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

Healthy First Steps[®]: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth[®]: Get reliable information on health topics for and about kids.
UHC.com/kids

Find your sport.

Enjoy finding these 10 words related to Summer Sports.

BADMINTON	BASEBALL
VOLLEYBALL	CLIMBING
SOCCER	SWIMMING
GOLF	DIVING
SURFING	SAILING

V L C S U R F I N G V S
 S B B D M L G I C F O L
 U P A O D A S P M U L E
 N C S D P S T L A S L C
 G N E B M A R S R W E R
 A I B N F I B L E I Y T
 L Y A U D L N N C M B P
 G O L F A I G T C M A B
 R F L N F N M C O I L D
 D I V I N G F U S N L H
 M C L I M B I N G G C I
 E T R K X B N G I H J F



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

You must send the complaint within 60 days of when you found out about it. A decision will be sent to you within 30 days. If you disagree with the decision, you have 15 days to ask us to look at it again.

If you need help with your complaint, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

U.S. Dept. of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

If you need help with your complaint, please call the toll-free member phone number listed on your member ID card.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number listed on your health plan member ID card, TTY 711, Monday through Friday, 8:00 a.m. to 6:00 p.m.