



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



PREGNANT?



Follow us on Twitter [@UHCPregnantCare](https://twitter.com/UHCPregnantCare). You can get useful tips, info on what to expect and important pregnancy reminders. Tweets are now available in Spanish as well at [@UHCEmbarazada](https://twitter.com/UHCEmbarazada). We're here to make taking care of yourself and your baby a little easier. Visit bit.ly/uhc-pregnancy.

Sun kissed

What the SPF number on sunscreen means

SPF stands for sun protection factor. The way it works is that the sunscreen will protect you from sunburn for as long as it would take you to burn without it, times the SPF. So, if you would burn in 10 minutes, an SPF 30 sunscreen would protect you for 300 minutes.

However, this figure only works in a lab. In real life, sunscreen wears off after about an hour. It's still very important to use sunscreen. It helps prevent skin cancer and wrinkles.

Wear moisturizer or makeup with sunscreen every day. If you are going to be outdoors for a while, apply a thick coating of sunscreen. Put on more after an hour or after swimming or sweating.



Honolulu, HI 96802

P.O. Box 2960

UnitedHealthcare Community Plan

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Crush cancer

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography

WHY: To catch breast cancer early

WHEN: Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

WHAT: Colonoscopy

WHY: To catch or prevent colorectal cancer

WHEN: Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening

WHY: To catch or prevent cervical cancer

WHEN: Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



Are you at risk? Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your doctor if you need to begin screenings at a younger age or get them more often.



Ask Dr. Health E. Hound

Q: Why doesn't the doctor want to give my child antibiotics?

A: Since antibiotics were discovered, many lives have been saved. Antibiotics kill bacteria that cause certain illnesses and infections. However, experts say sometimes they are used too much. This makes some bacteria resistant to antibiotics. When this happens, the medicine does not help when it is needed. People get sicker and can even die.

Most illnesses are not caused by bacteria. Antibiotics do not help with these illnesses. Only time will make them better. This includes colds and flu, which are caused by viruses. Many ear infections, bronchitis and sinus infections are also caused by viruses.



Ask the doctor. Talk to your child's doctor about what is making him or her sick. Keep in mind that antibiotics often won't help. Ask how you can help your child feel better while he or she recovers.



Finding Dr. Right

Make your PCP your partner in health.

When you joined your health plan, you chose a primary care provider (PCP). Your PCP will provide or coordinate all of your health care. If you need tests or treatments that your PCP can't provide, he or she will give you a referral.

You should feel comfortable with your PCP. If you are not, choose a new one. Think about what you want in a PCP. You may prefer a PCP who is male or female. You might want one who speaks your language or shares your culture. You might want one with weekend hours or need one located near public transportation.

There are different types of doctors who are PCPs:

- **FAMILY PRACTITIONERS** treat the whole family. They may also provide women's health care.
- **INTERNISTS** treat adults only.
- **PEDIATRICIANS** treat children from birth through the teen years.
- **OB/GYNs** provide women's health care. Women can choose one in addition to their PCP. They provide birth control and STD testing. They also provide prenatal care and deliver babies.



What's your type? For a list of participating providers, see MyUHC.com/CommunityPlan.

UNDERSTANDING UM

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 requests when the care does not seem to meet guidelines. 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 also have the right to appeal denial decisions. This information will be in the denial letter. The appeal request must be submitted within 90 days of the denial.



Questions? You can talk to our UM staff. Just call toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**. They are available Monday–Friday, 7:45 a.m.–4:30 p.m. 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.



Take the first step

If you're pregnant, Healthy First Steps can help. Whether you're expecting your first baby or your third, get personal support every step of the way. When you join, you'll work with a team to help you:

- choose a provider for you and your baby.
- schedule provider visits and find a ride to visits.
- answer questions about what to expect during pregnancy.
- connect with local resources like Women, Infants, and Children (WIC).

We're also available for up to six weeks after delivery. We can help you get care after your baby is born. We'll even make your postpartum appointment for you.



Join today. Call us toll-free to be connected to Healthy First Steps. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**. Healthy First Steps is already part of your benefits. There's no extra cost to you.



Bringing up baby

Every well-baby visit is important.

Babies grow and change quickly. That's why it's important for your baby to have regular visits with his or her primary care provider. By age 2, your child should have 10 well-baby visits. These well-baby visits are sometimes called Early and Periodic Screening, Diagnosis and Treatment (EPSDT).

Well-baby visits help the doctor get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SCREENINGS:** Your child's vision, hearing and development will be checked.
- **SHOTS:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.

WHEN TO GO

Ages for well-baby visits are:

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

Join us

Take classes to learn about your health and your health plan.

We want you to stay healthy and to get the most from your health plan. That's why we offer classes for our members. The classes are free. They cover many topics that may interest you.



CLASS DESCRIPTIONS

- **CARING FOR YOUR DIABETES:** Living with diabetes can be hard. But there are ways to make it better. In this class, we'll talk about how diabetes affects your body and ways you can control your diabetes. You'll also learn about a special program we offer to help members better manage their diabetes.
- **TAKING CARE OF YOUR HEART:** Learn about cardiovascular disease, heart failure and the best ways to take care of your heart. We'll talk about our cardiovascular disease management program and the kind of help it offers.
- **HEALTHY WEIGHT, HEALTHY LIFE:** We'll talk about how eating, physical activity and social fun can affect our weight and health. And how this can change as we age. You'll also learn about our disease management program and the kind of help it offers.
- **PREVENTIVE HEALTH CARE AND SCREENINGS:** Do you know which health screenings you should have this year? Getting preventive screenings is an important part of staying healthy. We'll talk about colonoscopies, mammograms and many other screenings for men and women that are covered by your health plan.
- **ALL ABOUT YOUR UNITEDHEALTHCARE COMMUNITY PLAN:** Do you have questions about your benefits? In this class you'll learn about the many benefits and services available to you as a member of our plan. We'll talk about the role of your service coordinator, your rights and responsibilities and much more.
- **IS A DISEASE MANAGEMENT PROGRAM RIGHT FOR YOU?** Some health conditions require more focused care. These can include diabetes, heart failure, substance abuse and obesity. Learn how our disease management programs work with you, your doctor and your specialists to get you the care you need.

CLASS SCHEDULE

KAUAI

Lihue Neighborhood Center
3353 Eono Street
Lihue, HI 96766

- Is a Disease Management Program Right for You?:
Sept. 12, 2014, 2:30–3:30 p.m.
- Caring for Your Diabetes: Dec. 12, 2014, 2:30–3:30 p.m.

MAUI

Lihikai School
335 S. Papa Avenue
Kahului, HI 96732

- Is a Disease Management Program Right for You?:
Sept. 25, 2014, 6–7 p.m.
- Caring for Your Diabetes: Dec. 5, 2014, 6–7 p.m.

OAHU

Davies Pacific Center, Room 118A
841 Bishop Street
Honolulu, HI 96813

- Taking Care of Your Heart: Aug. 29, 2014, 2–3 p.m.
- Caring for Your Diabetes: Oct. 24, 2014, 2–3 p.m.

PAHALA

Pahala Community Center
96-1149 Kamani Street
Pahala, HI 96777

- All About Your UnitedHealthcare Community Plan:
July 23, 2014, 12:30–1:30 p.m.
- Preventive Health Care and Screenings:
Oct. 20, 2014, 12:30– 1:30 p.m.

PAHOA

Neighborhood Place of Puna
15-3039 Pahoia Village Road
Pahoa, HI 96778

- All About Your UnitedHealthcare Community Plan:
Aug. 26, 2014, 10–11 a.m.
- Healthy Weight, Healthy Life: Nov. 18, 2014, 10–11 a.m.



Mark your calendar. Read through this schedule and mark your calendar with the classes that you want to attend. To learn more, ask your service coordinator or call us (toll-free) at **1-888-980-8728 (TTY 711)**.

United in the community!

Did you know that you can find UnitedHealthcare Community Plan of Hawai'i team members at health fairs, conferences and various community events? We're out there!

We have resource tables where we talk to people about our health plan. We plan fun activities geared toward health education that members can participate in. Sometimes, we

even bring Dr. Health E. Hound out with us! He loves to take photos with new faces.

We also volunteer to give back to the communities in which we live and work. We value the ties we have with each person we touch. Take a look at some of the recent events in which we have had the opportunity to be united with our community.



Next Step Shelter February Keiki Birthday Party, Honolulu



March of Dimes, March for Babies Walk, Hilo



Maui Family YMCA Healthy Kids Day 5K and Fun Run, Kahului



Celebrate Your Family/Cherish the Child Family Event, Hilo



March of Dimes, March for Babies Walk, Kapa'a



Next Step Shelter March Keiki Birthday Party, Honolulu



Nichol Hong, 2014 Miss Latina Hawaii Outstanding Teen, and Annmercil Romaguera, Mrs. Hawaii Filipina 2013, with Dr. Health E. Hound at the Prevent Child Abuse Hawaii 14th Annual Teddy Bear Round-Up and Family Resource Fair in Kaneohe



6th Annual YMCA Healthy Kids Day, Honolulu



March of Dimes, March for Babies Walk, Kahului



March of Dimes, March for Babies Walk, Honolulu



TCOYD Diabetes Conference & Health Fair, Honolulu



9th Annual Wai'anae Coast Keiki Spring Fest, Wai'anae

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, toll-free. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

NurseLine Get 24/7 health advice from a nurse (toll-free). For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

Our website Use our provider directory or read your Member Handbook.

MyUHC.com/CommunityPlan

National Domestic Violence Hotline Get free, confidential help for domestic abuse (toll-free). **1-800-799-7233 (TTY 1-800-787-3224)**

National Dating Abuse Helpline Teens can ask questions and talk to a teen or adult (toll-free).

1-866-331-9474 (TTY 1-866-331-8453)

Hawaii Tobacco Quitline Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)

Text4baby Get messages about pregnancy and your baby's first year. Text **BABY** to **511411** for messages in English. Text **BEBE** to **511411** for messages in Spanish. Or sign up at **text4baby.org**.

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

@UHCpregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy



WE SPEAK YOUR LANGUAGE

This document contains important information. To get the document in another language or have it orally translated for you, please call our local customer service toll-free at **1-888-980-8728 (QExA)** or **1-877-512-9357 (QUEST)**. TTY/TDD: 711. There is no cost to you for this service.

Daytoy a dokumento ket aglaon iti napateg nga impormasyon. Tapno maala daytoy a dokumento iti sabali a pagsasao wenno maipaawat kenka iti bukod mo a pagsasao, umawag ka iti serbisyo kustomermi toll-free iti **1-888-980-8728 (QExA)** wenno **1-877-512-9357 (QUEST)**. TTY/TDD: 711. Awan ti anyaman a bayadam para iti daytoy a serbisyo.

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本文件包含重要資訊。若要獲得文件的另一種語言版本或為您口譯文件，請致電我們本地客戶服務免費電話：**1-888-980-8728 (QExA)** 或 **1-877-512-9357 (QUEST)**。聽力 (TTY) / 語言障礙人士專線 (TDD)：711。您無需為本項服務支付費用。

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