



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

Adults who get a flu vaccine are 71 percent less likely to be hospitalized from the flu.

71%



## Is it the flu?

### Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



**Flu season is coming.** Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.



## Quality matters

UnitedHealthcare Community Plan's Quality Improvement program works to promote better care and services for our members. Each year we report on key medical and preventive services received by all members. This helps us judge the quality of the care being provided. Many of the things we report on are major public health issues.

In 2013, we implemented new member incentives to help increase the number of well visits for children ages 3–6 and teens ages 12–21, and to increase the number of women who had a mammogram to screen for breast cancer.

The number of well visits for children ages 3–6 improved and exceeded the goal! In addition, the number of women completing breast cancer screening improved and exceeded our goal by more than 7 percent.

In 2014, we will continue to work toward obtaining higher rates of well visits for babies, children and teenagers. Our goal is to also increase the number of members who have breast cancer screenings, pap screens and cholesterol screens.

We also conduct member surveys each year to see how well we are meeting our members' needs. Our 2013 surveys showed improvement in how our members rate the health plan, getting the care they need and getting care quickly.

One area noted for improvement was getting information on services and providers. We worked to communicate use of the [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) website for ease in finding information and locating providers that meet our members' needs.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-800-641-1902 (TTY 711)**.

## 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:** Pap and HPV screening

**WHY:** To catch or prevent cervical cancer

**WHEN:** Pap screening for women every three years beginning at age 21. 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.



# Fraud and abuse

If you see something, say something.

If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

## FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.
- not being truthful about your health, where you live or your income.

## FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given.
- billing twice for the same service.
- ordering tests or services you don't need.

## TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call Member Services at **1-800-641-1902 (TTY 711)**.
- Or report fraud to the Medicaid Fraud and Patient Abuse Unit of the Attorney General Office by calling toll-free **1-800-727-6432** or by visiting [dhhs.ne.gov/medicaid/pages/med\\_pi\\_fraud.aspx](http://dhhs.ne.gov/medicaid/pages/med_pi_fraud.aspx).



## See the site

The Nebraska Department of Health and Human Services has updated the **ACCESS Nebraska.ne.gov** website. The changes are in the My Account section of the website. My Account is now a centralized place where you can:

- see which programs you may qualify for.
- apply for health care and economic assistance benefits.
- submit documents related to your application or current benefits.
- view your benefits.
- choose how you want Medicaid to contact you. You can choose by mail, online or both.
- report changes in your household.
- renew your benefits. You can apply online or print out a form and mail it in.

To activate your account on **ACCESS Nebraska.ne.gov**, you need a PIN. If you gave Health and Human Services an email address in the past, you will be able to request and receive a new PIN electronically.

**!** **Time to renew?** You will continue to receive a form in the mail 45–60 days before your renewal is due. Renewals also can be completed by calling the Customer Service Center at **1-855-632-7633** (greater Nebraska), **402-595-1178** (Omaha) or **402-473-7000** (Lincoln).







# Know the signs

## Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

## Resource corner

**Member Services** If you do not speak English, Member Services will connect you with an interpreter, 24/7.  
**1-800-641-1902 (TTY 711)**

**NurseLine** Get advice from a nurse, including help deciding the best place to get care, 24/7.  
**1-877-543-4293 (TTY 711)**

**Behavioral Health Services**  
**1-800-424-0333 (TTY 711)**

**Block Vision**  
**1-800-879-6901**

**Care Management** Nurse care managers are available Monday–Friday, 8 a.m.–5 p.m.  
**1-877-856-6351 (TTY 711)**

**Our website** Look up a provider, print your ID card or read your Member Handbook.  
**MyUHC.com/CommunityPlan**

**ACCESSNebraska** Call if you change your address or phone number or become pregnant.  
**1-855-632-7633 (TTY 711)**  
**402-473-7000** in the Lincoln area  
**402-595-1178** in the Omaha area

**IntelliRide** Arrange for transportation services.  
**1-844-531-3783**  
**402-401-6999** in the Omaha area  
**IRideNow.com**

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

### SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

### RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy



**Get checked.** Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit **MyUHC.com/CommunityPlan**.



## The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following time frames.

- Emergency: the same day
- Urgent PCP visit: within 2 calendar days
- Routine PCP visit: within 14 working days
- Specialist visit: within 30 working days
- Pregnancy care: first trimester within 14 working days; initial second trimester within 7 working days; high risk within 3 working days



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-800-641-1902 (TTY 711)**.