



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK

If you need to receive this newsletter in a different format (such as another language, large print, Braille or audio tape), please call the Member Helpline at **1-800-348-4058**.



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Your best shot

Arm yourself against the flu.

When fall arrives, so does flu season. Flu is not just uncomfortable and inconvenient. It can mean time away from school, time off work, serious complications and even death. Thousands of people are hospitalized and die from the flu each year in the U.S.

The best protection? Get a flu shot every year. The U.S. Centers for Disease Control and Prevention recommends a yearly flu vaccine for everyone age 6 months and older.

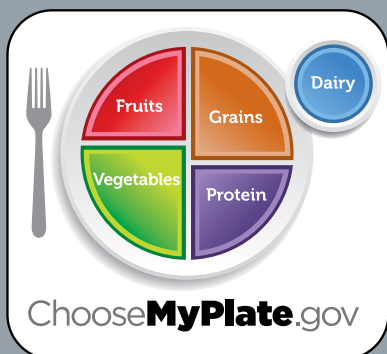
The vaccine comes in a shot or nasal spray form. Your doctor can tell you when this season's vaccine is available and which type is right for you.



Don't wait! Talk to your doctor about getting the flu vaccine. Need to find a doctor? See the provider directory at www.uhcapipa.com or call member services at **1-800-348-4058 (TTY 711)**.

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MyPlate

The food pyramid is no more. MyPlate has replaced it. The new system is simpler. It divides the plate into four sections with one side dish.

1. FRUITS AND VEGETABLES:

They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

2. GRAINS: Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

3. PROTEIN: Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

4. DAIRY: Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.

 **Set the table.** Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit www.choosemyplate.gov.



Fighting the blues

Don't be embarrassed about depression.

Depression is a medical problem. It is nothing to be ashamed of. More than 20 million Americans have it. It is much more common in women. African-Americans and Hispanics are also more likely to have it. Some signs include:

- a sad mood that doesn't go away.
- not wanting to do things you once enjoyed.
- eating much more or less than you used to.
- trouble sleeping or sleeping too much.
- lack of energy.
- a hard time thinking.
- thinking about death or suicide.

1 out of 20 Americans has depression. Only one-third are getting help.

Depression can be treated. Medication can help. So can therapy. You can also try lifestyle changes. Exercising, getting enough sleep and eating healthy may improve your mood.



Get treatment. If you have symptoms of depression most of the time for more than a few weeks, talk to your doctor. Also, member services can help you contact the Regional Behavioral Health Authority in your area. Call **1-800-348-4058 (711)**.

Question & answer

Q. What's the best way to quit smoking?

A. There are many resources that can help you quit smoking. Medications can help. You can get support on the phone or online. There are classes you can take in person. Keeping a craving journal or counting how much money you are saving by not smoking can also help. For the best results, use as many resources as you can. Talk to your doctor about creating a quit plan that's right for you.



4 REASONS POSTPARTUM CHECKUPS ARE IMPORTANT

- 1. HEALING:** You'll be checked to make sure you are healing well from childbirth. You will have a pelvic exam. If you had an episiotomy or cesarean section, your incision will be looked at.
- 2. DEPRESSION:** Postpartum depression is common. Your provider will ask you questions to check for postpartum depression.
- 3. SEXUAL HEALTH:** Your provider will let you know if you are ready to start having sex again. This is a good time to talk about birth control options.
- 4. BREAST-FEEDING:** Your provider will examine your breasts. You can ask questions about breast-feeding.

See your doctor or midwife six weeks after you give birth for your postpartum checkup. Call to make this appointment right after your baby is born.



Take the first step. Join Healthy First Steps, a care management program for pregnant women and new moms. Call **1-800-599-5985 (TTY 711)** to find out more about the program.



It's a plan

Understanding your asthma treatment

There's no cure for asthma, but proper care can help you live a normal life. If you have asthma, it's important to follow your doctor's orders.

Asthma care can seem complicated. There might be different pills and inhalers. You might use a peak flow meter to test your breathing. You might keep an asthma diary to help you find out what causes your asthma to get worse.

A written asthma action plan can help you simplify and understand your asthma care. It should tell you what medicines to take and when to take them. It should help you know if you should stop what you are doing if you don't feel well. The plan should tell you when to call your doctor and when you need emergency care.



Breathe easy. If you have asthma, talk to your doctor about getting an asthma action plan. If you already have an asthma action plan, make sure it's up-to-date and that you are using it.

Say cheese!

All children ages 1 through 20 should have a dental visit every six months. Dental checkups are offered at no cost to you if you visit an APIPA dentist. Please make an appointment with your child's dentist today.



Smile. If you need help finding a dentist, please visit our website at **www.myapipa.com** or call **1-800-822-5353**.



We help Arizonans

UnitedHealthcare Arizona Physicians IPA serves more than 318,000 members in Arizona. We have four different lines of business. See below for which product(s) are offered in your county.

KEY

- Medicare SNP = UnitedHealthcare Dual Complete (HMO SNP)
- CRS = Children's Rehabilitative Services
- ◆ DD = Developmentally Disabled
- AHCCCS = Medicaid

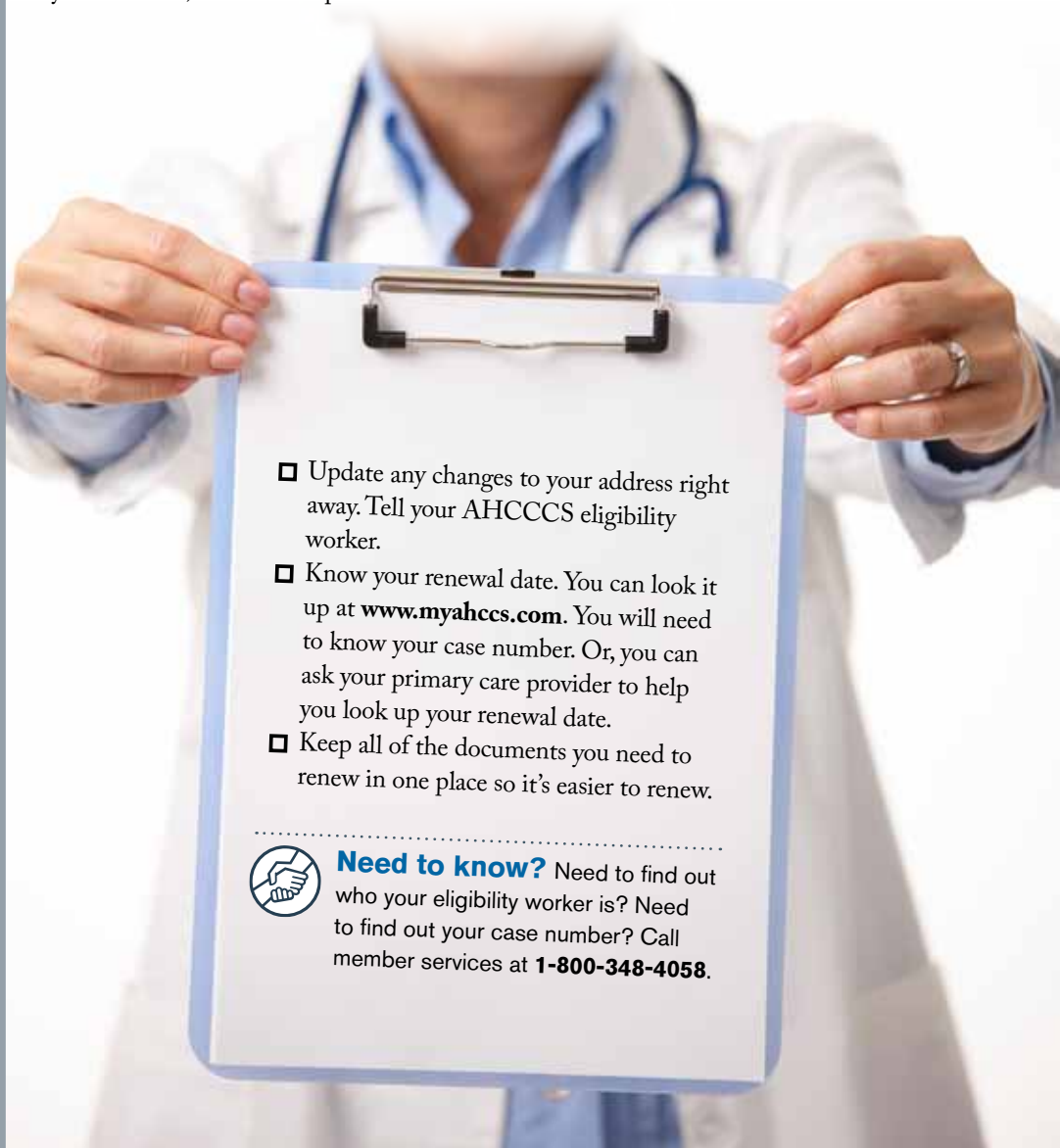
Apache	■	●	◆	
Cochise	■	●	◆	
Coconino	■	●	◆	
Gila		●	◆	
Graham	■	●	◆	
Greenlee	■	●	◆	
La Paz	■	●	◆	□
Maricopa	■	●	◆	□
Mohave	■	●	◆	
Navajo	■	●	◆	
Pima	■	●	◆	□
Pinal	■	●	◆	
Santa Cruz	■	●	◆	
Yavapai	■	●	◆	
Yuma	■	●	◆	□

Keep your coverage

Renew on time to keep AHCCCS Care coverage.

As of July 8, 2011, eligibility for the AHCCCS Care program was frozen. That means no one new will be added to the program. It also means that members of the program must always renew on time or they will lose their AHCCCS coverage.

The AHCCCS Care program is sometimes known as "childless adults." It is a program for adults who are not eligible under one of the regular AHCCCS groups. **If you are a member of the AHCCCS Care program, you must renew every year before your renewal date.** If you don't, you will not be able to get back on the program. To keep your benefits, follow the tips below.



- Update any changes to your address right away. Tell your AHCCCS eligibility worker.
- Know your renewal date. You can look it up at www.myahccs.com. You will need to know your case number. Or, you can ask your primary care provider to help you look up your renewal date.
- Keep all of the documents you need to renew in one place so it's easier to renew.



Need to know? Need to find out who your eligibility worker is? Need to find out your case number? Call member services at **1-800-348-4058**.



WE'VE GOT CLAS

We provide cultural and linguistically appropriate services (CLAS). This means we speak your language. We understand your culture. We want to provide care and services that are right for you, no matter what your background. Please tell us if you think we did not meet this goal.

Do you need translation services? Do you need information in a different format? Do we need to be more culturally competent? Tell member services at **1-800-348-4058**. We can help you.



Coming attractions

Changes at your health plan

OUR NAME IS CHANGING. We will transition from UnitedHealthcare Arizona Physicians IPA to UnitedHealthcare Community Plan on January 1, 2012. You will start to see our new name on things you get in the mail. You will not be affected by the change. We will still be the same company of dedicated people.

WE ARE MOVING. In December 2011, UnitedHealthcare Arizona Physicians IPA will be moving to 1 E. Washington, Suite 900, in Phoenix. You will get a letter about this address change near the end of the year. This will not affect your health coverage in any way. The only thing that will change is our address.



THE RIGHT PCP

The name of your primary care physician (PCP) is on the front of your new AHCCCS ID card. You should have received it in the mail. You should be able to see any of the doctors at the office or clinic you belong to.

Make sure your PCP is the right one for you. Is the office easy to get to? Can you get appointments at times that work with your schedule? We can help you find a PCP that works best for you.



Make a change. Do you have questions? Need to change your PCP? Call member services at **1-800-348-4058**.

Appealing

Do you have a problem with your health plan? UnitedHealthcare Arizona Physician's IPA wants to know. We have procedures in place. They say how we help members with complaints, grievances and appeals.

- A complaint is when you tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



Here's how. See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at www.uhcapipa.com. You can also call member services at **1-800-348-4058 (TTY 711)** to ask for a copy.



We care about quality

Programs help you get the care and services you need

UnitedHealthcare Arizona Physician's IPA's Quality Improvement program works to give our members better care and services. Each year UHC Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2009, we improved the number of screenings our members had for cervical cancer. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations, well baby visits, and child and adolescent well visits. We also worked on having more members get other care when needed. This includes prenatal and postpartum visits and asthma and diabetes treatment.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2010 surveys showed that most of our members rate the health care they receive above national averages. We listened to our members. In 2011, we have been working to improve our customer service center.



Get it all. To get a copy of the latest performance measure results, please visit our website at www.uhcapipa.com. The information is located under Links to Health Information tab.

Who to call

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-348-4058 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

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

