



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



WHAT DO YOU THINK?

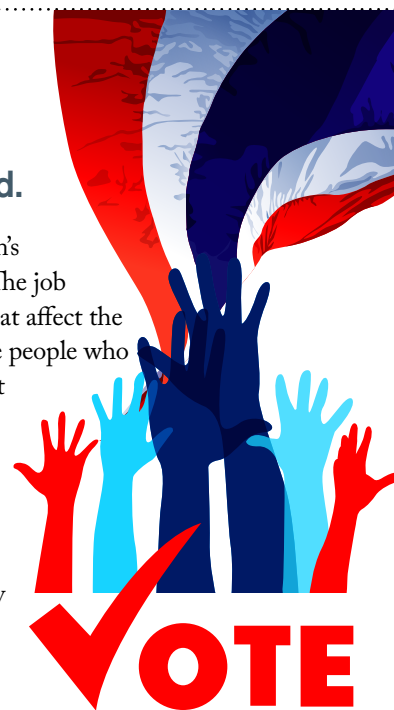
In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.

Vote!

Make your voice heard.

UnitedHealthcare Community Plan's board of directors has an opening. The job of the board is to make decisions that affect the health plan and its members. Some people who serve on the board are members just like you. Eligible members must:

- be at least 18 years old.
- be available to attend four quarterly meetings each year (in-person at the health plan office or, if that is not possible, by calling in to the board meeting).
- serve for a three-year term.



Here's how. Nominate an eligible adult member any time of the day from January 30, 2015 through February 21, 2015 by calling **1-800-753-2630**. You must leave your name, ID number, a daytime phone number and the name of the candidate you are nominating. You can only vote once and must be at least 18 years old.



Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at MyUHC.com/CommunityPlan to learn about your drug benefits. Or, call Customer Services toll-free at **1-800-903-5253 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

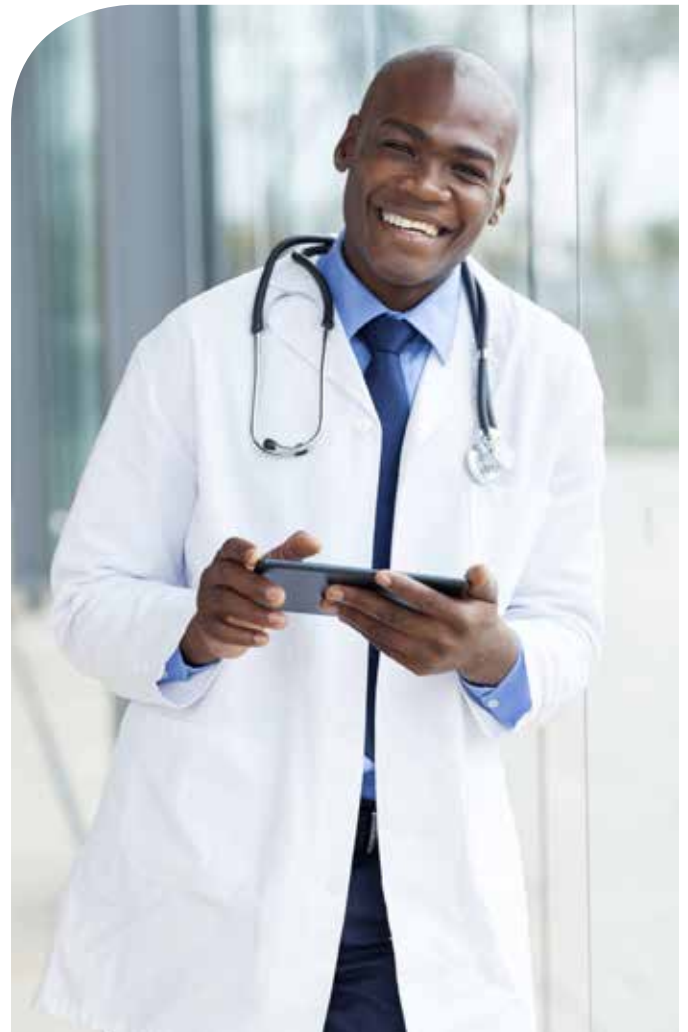
We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully.

We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook/Certificate of Coverage (COC). It's online at MyUHC.com/CommunityPlan. You may also call Customer Services toll-free at **1-800-903-5253 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Know your options

How you can avoid the emergency room

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU GO TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



i See your ID. Your PCP's name and phone number are on your ID card. You can call your PCP any time — 24 hours a day, 7 days a week — even on weekends or holidays. Remember to call the office before getting care, unless it is a true emergency.

Ask Dr. Health E. Hound

Q: How can I help my child feel better when he has a cold?

A: With kids getting as many as eight colds a year, this is a common concern. Colds are more common in the winter. Kids are cooped up inside and the air is dry. Viruses cause colds. Only time will make them better. But you can help your child feel better while he or she recovers.

Rest is the best medicine. But if your child has a fever, headache or sore throat, the pain reliever your doctor recommends may help. Never give aspirin to a child with a virus. Cold medicines are also not good for children. They don't usually work well and may not be safe.

A warm bath or sitting in the bathroom with a hot shower running can help with a stuffy nose or cough. A humidifier in the child's room helps, too. Make sure your child drinks plenty of water and other fluids. Chicken soup may actually help, too!



Learn more. Is it a cold or the flu? Can the weather affect my child's asthma? Visit KidsHealth.org for answers to these and many other health-related questions.



FIGHT FRAUD

Michigan Medicaid puts rules in place to help fight fraud, waste and abuse. Some UnitedHealthcare Community Plan members may get an Explanation of Benefits (EOB). This is not a bill. It will show medical services that were billed for a UnitedHealthcare Community Plan member and how we paid them. If you do not think you had the service(s) shown on the EOB or if you have questions, let us know.



Be fit

Your GlobalFit membership benefit

Keeping yourself fit is an important part of keeping yourself healthy. UnitedHealthcare Community Plan wants to help you in every way we can. That's why we've arranged for you to have special membership benefits through GlobalFit's network of health clubs.

To find out how GlobalFit can help you or to find the GlobalFit health club closest to you, visit GlobalFit.com or call GlobalFit at **1-800-294-1500**. Let them know you are a UnitedHealthcare Community Plan member (use your member ID number) and get started today!



Questions? If you have any questions about UnitedHealthcare Community Plan or the GlobalFit benefit, call Customer Services at **1-800-903-5253**.

Need a lift?

If you need a ride to your medical visit, we can help you get there. Transportation is a benefit at no cost to you as a UnitedHealthcare Community Plan member. Here's how:

TO ASK FOR A RIDE:

- It is best to call four days before your visit.
- If there is a bus service near you, you may be asked to use it unless there is a medical reason that you cannot do so.
- If you need an urgent ride to your doctor's office or an urgent care center sooner than the four-day advance notice, call us and we will help you.

TO ASK FOR GAS REIMBURSEMENT INSTEAD OF A RIDE:

- It is best to call four days before your visit.
- Let us know you want to set up gas reimbursement.
- Answer a few questions about your scheduled visit.
- After your completed visit has been verified, a payment will be sent to you.



Just call. If you need help getting to your medical care, call **1-877-892-3995**. You can call 24 hours a day, 7 days a week.



WE HAVE WINNERS !

\$150 MasterCard Gift Card Prenatal & Postpartum Winners

July 2014: Jacqueline S. of
Oak Park

August 2014: Salwa B. of
Farmington Hills

September 2014: Erika V. of Ecorse

\$150 MasterCard Gift Card Lead Screening Winners

July 2014: Mia N. of Fraser

August 2014: Yasmeen A.
of Dearborn

September 2014: Hagar G.
of Dearborn

Incentives and raffles

You can earn rewards for getting preventive care.

We want our members to get important preventive care. That's why we offer incentives and hold raffles. We send out prizes after all information is verified. Here's how you can win.

LEAD SCREENING: Our quality outreach staff will call you when your child needs to get his or her second lead screening. Michigan Medicaid requires this screening be completed before your child turns 2 years old. We will also

send you a form to take to your child's PCP. Once the lead screening is complete, have the form signed and send it back to us. We will send you a gift card. You will also be entered in our monthly raffle for a \$150 MasterCard gift card.

PREGNANCY CARE: When you sign up for our free Baby Blocks program and get timely prenatal and postpartum care, you can be entered into our monthly raffle for a \$150 MasterCard gift card.



Get what you need

A guide to using your health care benefits

Call your primary care provider (PCP) any time you need medical care. You can call 24 hours a day, seven days a week. Your PCP's name and phone number are on your UnitedHealthcare Community Plan ID card.

You can also get some services on your own. You do not need to ask your PCP first to get:

- **VISION CHECKUPS:** To visit the eye doctor, call **1-800-877-7195**.
- **BEHAVIORAL HEALTH CARE:** If you need behavioral health care, call **1-800-903-5253**.
- **WELL-WOMAN EXAMS:** Starting at age 16, female members need a well-woman exam every year. The exam may include a Pap smear and chlamydia testing. Older women may get an order for a mammogram. You may see any UnitedHealthcare Community Plan OB/GYN or your PCP.
- **PREGNANCY CARE:** You may visit any UnitedHealthcare Community Plan OB/GYN for pregnancy care.
- **CHILD AND TEEN CHECKUPS:** Children and teens may visit their PCP or any UnitedHealthcare Community Plan pediatrician for a well-child checkup every year. For other preventive care, such as lead testing and immunizations, see your child's PCP.

TECH TALK

We provide benefits for proven medical care. Sometimes new tests, treatments or medications become available. The FDA or other government experts may approve them. If they are approved, we will review them. A committee will learn about them. It will find out if they are safe and effective. It will then decide if these services will be covered benefits.



Among the nation's best

UnitedHealthcare Community Plan is among the highest-rated Medicaid health plans in the nation again this year. Each year, the National Committee for Quality Assurance (NCQA) ranks the nation's Medicaid health plans. This year, UnitedHealthcare Community Plan was ranked 25th with a score of 82.0. Health plans can score a possible 100 points. Rankings are based on:

- overall quality scores.
- overall member satisfaction.
- NCQA accreditation scores.
- members getting prevention and treatment services.

NCQA's Health Insurance Plan Rankings 2014-15 — Medicaid





WELCOME TO THE COMMUNITY

We had a great time meeting many of you at the Detroit Zoo last year! The comments you shared with us will help set up our new 2015 sessions. We will give you more tips on how to get the most out of your health plan. We hope to see you again this year. Thank you for being our member!

ATTENTION HEALTHY MICHIGAN PLAN MEMBERS



Get rewarded

Have you seen your PCP yet?

If you qualify for the Healthy Michigan Plan, you qualify for affordable health coverage from UnitedHealthcare Community Plan. We make sure you get all the health care you need at a low cost that works for your budget. We are happy you have chosen us.

You can earn a reward for seeing your PCP within the first 60 days of becoming our member. Here's how:

- Before your appointment, fill out the short health survey or HRA (Health Risk Assessment) we sent in your New Member Welcome kit. Or get one from our website at MyUHC.com/CommunityPlan. You fill out only sections 1–3.
- Take your HRA to your appointment.
- Your PCP will fill out section 4 and sign it.
- Your PCP will send us the completed and signed HRA.
- Keep a copy with your PCP's signature as proof that you completed your Healthy Michigan Plan appointment.
- When we get your completed HRA, signed by your doctor, we will process your reward.

Resource corner

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

1-800-903-5253 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

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

@UHCPregnantCare

@UHCEmbarazada

bit.ly/uhc-pregnancy

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)

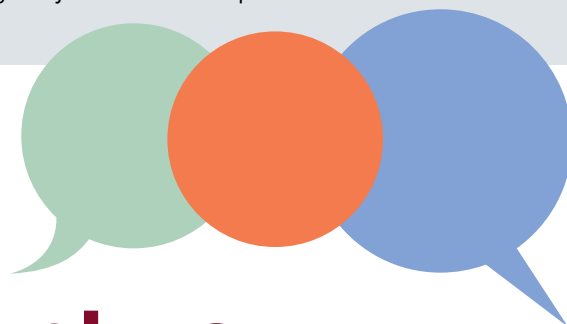
Smoking Quitline Get free help quitting smoking (toll-free).

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



5 FACTS ABOUT CHLAMYDIA

1. Chlamydia is the most common sexually transmitted infection. Both men and women can get it.
2. The bacteria that cause chlamydia are spread through unprotected vaginal, oral or anal 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 ectopic pregnancy or other serious problems.



Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at **MyUHC.com/CommunityPlan**. You can also call Member Services at **1-800-903-5253 (TTY 711)** to ask us to mail or email you a copy of the form.