



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK



Did you know?

About half of all adults get enough aerobic exercise. Only 20 percent also get enough strength-building exercise.



Know your BMI

Are you at a healthy weight?

Two out of three adults are overweight or obese. So are one out of three children. Being overweight puts you at risk for many problems. These include heart disease, high blood pressure and Type 2 diabetes.

Are you too heavy? Know your body mass index (BMI). This figure tells you if your weight is too much for your height.

- 18.5 to 24.9 is a healthy weight.
- 25 to 29.9 is overweight.
- 30 or higher is obese.



Know your number. Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at cdc.gov/healthyweight/assessing/bmi.

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Prior authorization

How your provider requests certain services

Some services are only covered when your provider gets approval ahead of time. This is called prior authorization.

Your health care provider can ask for prior authorization by fax or online. Once a request is received at UnitedHealthcare, decisions take three business days. If the patient is under the age of 21, decisions can take seven business days.

If there is missing paperwork, the request may not be approved, and a letter will be sent to your doctor. Your doctor can send in missing paperwork to have the request reviewed again.

For urgent requests, your provider can call in the request. He or she may be asked to fax paperwork. Urgent decisions may take up to 24 hours.

If a request is not approved, you and your doctor will get a letter. You may choose to appeal the decision or ask for a fair hearing. Instructions will be in the letter. Your doctor is also given the option to speak to the medical director.



Questions? If you have questions about prior authorization, call Member Services at **1-888-887-9003 (TTY 711)**.

You have the power

According to the American Heart Association, heart disease is the No. 1 cause of death in the United States. One in three people will die from it. But you have the power to prevent it. Here are six ways to a healthy heart.

- 1. Eat right.** Eat fewer calories than you burn. Choose a variety of nutritious foods. Limit saturated fat, sugar and salt.
- 2. Be active.** Aim for at least 30 minutes of moderate activity most days.
- 3. Don't smoke.** Also avoid other forms of tobacco and secondhand smoke.
- 4. Know your numbers.** Ask your doctor to check your cholesterol and blood pressure. If they are high, work with your doctor to lower them.
- 5. Watch your weight.** Maintain the right weight for your height.
- 6. Limit stress.** Avoid it when you can. Learn methods of coping with stress when you can't avoid it.



The right care

How utilization management works

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 coverage requests when the care does not seem to meet guidelines. Approval or denial 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 have the right to appeal denials. The denial letter will tell you how to appeal. The appeal request must be submitted within 30 days of the denial.



Questions? You can talk to our UM staff. Just call **1-888-887-9003 (TTY 711)**, toll-free.

Coping with COPD

Chronic obstructive pulmonary disease (COPD) is a group of lung problems. It includes emphysema and chronic bronchitis. Lifestyle changes can help you cope with COPD. You may feel better more of the time if you:



- 1. Don't smoke.** Don't allow others to smoke in your home.
- 2. Avoid dust and fumes.** Stay inside on bad air days.
- 3. Get a flu shot every year.** Ask your doctor about the pneumonia shot.
- 4. Stay away from germs.** Wash your hands often.
- 5. Maintain a healthy weight.** Eat a balanced diet and stay active.



We can help. UnitedHealthcare Community Plan has programs to help people with COPD and other conditions. You can get advice from a nurse. We'll send you reminders about important tests. Call **1-888-887-9003 (TTY 711)** to find out more.

Your partner in health

Your primary care provider (PCP) is the person you turn to when you are sick. He or she provides or coordinates your health care. But your PCP also wants to see you when you are well. Well visits help you and your provider get to know each other. They are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had
- any mental health or substance abuse treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



See your PCP. You should feel comfortable with your PCP. If you are not, choose a new one. Visit

myuhc.com/CommunityPlan or use the Health4Me app. Or call Member Services toll-free at **1-888-887-9003 (TTY 711)**.





Resource corner

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

1-888-887-9003 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-839-5407 (TTY 711)

Service Coordination Get help for special needs (toll-free).

1-800-349-0550 (TTY 711)

Baby Blocks Join a rewards program for pregnant women and new moms.

UHCBabyBlocks.com

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

[@UHCPregnantCare](https://twitter.com/UHCPregnantCare)

[@UHCEmbarazada](https://twitter.com/UHCEmbarazada)

bit.ly/uhc-pregnancy

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

myuhc.com/CommunityPlan

Health4Me

KidsHealth Get reliable information on health topics about and for children and teens.

UHCCommunityPlan.com/TXkids

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- the benefits and services you have
- the benefits and services you don't have (exclusions)
- how to find network providers
- how your prescription drug benefits work
- what to do if you need care when you are out of town
- when and how you can get care from an out-of-network provider
- your member rights and responsibilities
- our privacy policy
- if, when and how you may need to submit a claim
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- how to voice a complaint or appeal a coverage decision
- how to request an interpreter or get other help with language or translation
- how the plan decides if new treatments or technologies are covered
- how to report fraud and abuse



Get it all. You can read the Member Handbook online at **myuhc.com/CommunityPlan**. Or call Member Services toll-free at **1-888-887-9003 (TTY 711)** to request a copy of the handbook.

