



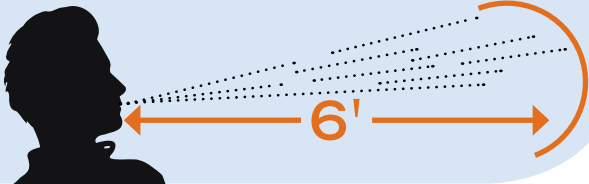
THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## DID YOU KNOW?

The flu virus can travel 6 feet from a person who sneezes or coughs.



## Our new name

Your Medicaid program will soon be called QUEST Integration

You should have received your health plan choice packet from the state. Your Medicaid program will no longer be called QUEST or QExA after December 31, 2014. It will be called QUEST Integration.

You will receive your new ID card and welcome kit in the mail. Your Medicaid benefits will remain the same.

Some services may still need to be approved by your doctor and the health plan before you can receive them.



**Learn more.** For more information about QUEST Integration, please visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan) or call Member Services toll-free at **1-888-980-8728 (TTY 711)**.

UnitedHealthcare Community Plan  
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Honolulu, HI 96802

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United Health Group

# Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report are major public health issues.

## HEALTH RESULTS

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.    ■ pap smears.
- breast cancer screenings.            ■ cholesterol screens.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured (BMI is part of screening for obesity). However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.

## MEMBER SATISFACTION RESULTS

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2014 surveys showed improvement in several measures. These include how our members rated their specialists, their health care and their health plan. We are working to improve our customer service and now have specific people to help members who call more than once about a problem. We are looking at new ways to better address all of 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. For QExA members, the number is **1-888-980-8728 (TTY 711)**. For QUEST members, the number is **1-877-512-9357 (TTY 711)**.

## 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.

Tài liệu này chứa thông tin quan trọng. Để được tài liệu bằng ngôn ngữ khác hoặc tài liệu này được thông dịch cho quý vị, xin gọi dịch vụ khách hàng địa phương theo số **1-888-980-8728 (QExA)** hoặc số **1-877-512-9357 (QUEST)**. TTY/TDD: 711. Dịch vụ này là miễn phí cho quý vị.

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。

이 문서에는 중요한 정보가 수록되어 있습니다. 다른 언어로 번역된 문서를 받아보시거나 구두 번역을 원하시면 현지 고객 서비스 무료 전화번호 **1-888-980-8728(QExA)** 또는 **1-877-512-9357(QUEST)**번으로 전화해 주십시오. TTY/TDD: 711. 이 서비스는 무료입니다.



# Check out checkups

## Making sure your child is growing up healthy

The acronym EPSDT stands for Early Periodic Screening, Diagnostic and Treatment. This is Medicaid's well-child checkup program and is a free benefit for members from birth to 20 years old. The intent of this program is to focus attention on early prevention, early detection and treatment of problems before they become permanent, lifelong disabilities. The well child checkup includes:

- physical exam
- medical history
- weight and height
- developmental, autism and behavioral screenings
- vision and hearing screenings
- blood test for lead (12 and 24 months)
- blood test for anemia, if appropriate
- needed immunizations (shots)
- referrals to specialist doctors
- referrals to special services
- other needed blood tests or screenings

Keep your children healthy and schedule regular doctor visits. Here's when to go:

- **INFANCY:** 14 days, 1, 2, 4, 6 and 9 months
- **EARLY CHILDHOOD:** 12, 15 and 18 months; and 2, 3 and 4 years old
- **MIDDLE CHILDHOOD:** 5, 6, 8 and 10 years old
- **ADOLESCENCE:** 12, 14, 16, 18 and 20 years old



**Find Dr. Right.** Need to find a new doctor for your child? Use the online provider directory at [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan). Or call Member Services 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)**.

## YOUR BABY'S BEST SHOT

By the time a child turns 2 years old, your child should have the following immunizations:

- 1 dose of MMR (measles, mumps and rubella)
- 3 doses of IPV (polio)
- 3 doses of HiB (H Influenza, type B)
- 3 doses of HepB (Hepatitis B)
- 4 doses of DTaP (diphtheria, tetanus and pertussis)
- 1 dose of Varicella (chicken pox)

## Preteen vaccines

When your child turns 11 or 12, it's time for another round of shots. They are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus
- **MENINGOCOCCAL CONJUGATE:** Prevents bacterial meningitis
- **TDAP:** Prevents tetanus, diphtheria and pertussis

If your child missed any of these shots, it's not too late to make them up.



### It's your best shot.

Learn more about vaccines for every member of your family at [CDC.gov/vaccines](http://CDC.gov/vaccines).



# NurseLine

## 24/7 health advice

When you're sick or injured, it can be difficult to make health care decisions. You may not know if you should go to the emergency room, visit an urgent care center, make a provider appointment or use self-care. An experienced NurseLine nurse can give you information to help you decide.

You may be curious about a health issue and want to learn more. With NurseLine services, the answers to your health questions are a phone call away. Nurses can provide information and support for many health situations and concerns, including:

- minor injuries
- common illnesses
- men's, women's and children's health
- nutrition and fitness
- questions to ask your provider



**Hello, nurse!** Call toll-free, 24 hours a day, 7 days a week. Registered nurses are always ready to discuss your health concerns and answer your questions. Interpreter services are available.



## Healthy First Steps

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants, and Children (WIC).



**Expecting?** For a happy and healthy pregnancy, enroll today. Call us toll-free at **1-877-512-9357**, Monday–Friday, 7:45 a.m.–4:30 p.m. Healthy First Steps is already part of your benefits, so there's no extra cost to you.

## HAVE A NEW BABY?

Call your provider's office the day you come home from the hospital. Make an appointment for a postpartum visit. Ask to be seen in 4–6 weeks. If you had a C-section, you'll need two visits — one at 1–2 weeks and one at 4–6 weeks.



## Brush up

Did you know that if your child is under 21 years of age, he or she is eligible for regular dental preventive and treatment services? This includes a cleaning every six months, a fluoride treatment and an exam.

The Community Case Management Corporation (CCMC) is contracted by the Hawai'i Dental Service to help you find a dentist. This benefit is part of the EPSDT program provided to you by the Hawai'i Medicaid Med-QUEST division at no extra cost to you.



**Smile!** Call the CCMC toll-free today to find a dentist at **1-888-792-1070**.



## MANGO LIME BEAN SALAD RECIPE

Try this easy and tasty salad for a dinnertime first course or lunch.

### INGREDIENTS

- 1 mango, peeled and diced
- ½ red or vidalia onion, diced
- 1 15-oz. can cannellini beans, drained and rinsed
- ½ cup chopped cilantro
- Zest and juice of 1 lime
- Baby lettuce

### INSTRUCTIONS

Combine first five ingredients. Serve on bed of baby lettuce. Serves 3.

### NUTRITIONAL INFORMATION

161 calories  
1.3 g fat  
32 g carbohydrates  
6.6 g fiber  
42 mg sodium  
6.6 g protein

## Snack me

### 5 ideas for after-school snacks

#### 1. KIDS ARE MORE LIKELY TO EAT SNACKS THAT ARE CONVENIENT.

Make vegetables easy to grab. Wash and cut up your child's favorite raw vegetables. Keep them in a container near the front of the fridge. Have little cups handy to pour dip into.

#### 2. AFTER SCHOOL IS A GREAT TIME FOR FRUIT.

Keep a bowl of apples or bananas on the kitchen table. Pre-wash grapes or cut up oranges and put them in a dish where they will be noticed in the fridge.

#### 3. PROTEIN WILL SUPPLY LONGER-LASTING ENERGY TO GET KIDS THROUGH HOMEWORK.

Offer cheese cubes, apples or celery with peanut butter, or a cold glass of low-fat or fat-free milk. Hummus or bean dips are a great option for adventurous eaters.

#### 4. REMOVE TEMPTATIONS.

Kids, like adults, might snack mindlessly if you let them. Keep cookies, chips, candy and other high-calorie snacks out of sight.

#### 5. POPCORN IS A HEALTHY TREAT.

It's cheaper, better tasting and healthier when you pop your own. It's easy. Just pour one tablespoon of cooking oil into a large, heavy pot with a lid. Add ½ cup of popcorn kernels. Cover and shake over high heat until the popping stops. Pour into a big bowl and add a little salt or some Parmesan cheese.



## Back to school

Sometimes, a teacher is the first to notice the signs of ADHD in a child. ADHD stands for attention-deficit/hyperactivity disorder. The child may be having trouble learning. He or she may be disrupting the class.

There are many different signs of ADHD. All children sometimes have some of them. But children with ADHD have several symptoms most of the time. Their symptoms are more severe than in other children. Symptoms last for at least six months. They include:

- easily distracted
- trouble focusing or following directions
- not listening
- a hard time finishing tasks
- often losing or forgetting things
- trouble sitting still
- talking too much



**What next?** If your child's teacher thinks there may be a problem, the first step is to take your child to his or her primary care provider (PCP). The PCP may evaluate your child or send you to a specialist. Need to find a provider? Visit [MyUHC.com/CommunityPlan](http://MyUHC.com/CommunityPlan). Or call Member Services 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)**.



## Stay safe together!

UnitedHealthcare has partnered with Sesame Workshop to create home safety tips. They provide tools and strategies for a safe environment.

Your home is where your family learns and plays together. There are lots of simple things you can do to keep your home as safe as it can be. Explore safety with your child during your daily routines.

### IN THE BATHROOM

- Stay close at bath time. Together, play a game of "I Spy" or try an experiment to see which toys sink or float.
- Keep medicines, cleaners, beauty products and sharp items out of children's reach, or secured with child safety locks.
- Step safely by placing non-slip bath mats inside and outside of the tub.

### IN THE BEDROOM

- Stay safe and sound by placing smoke alarms on every floor and in each bedroom. Change the batteries at least once a year. Mark the special day on the calendar.
- Scoot furniture away from windows and use window guards to make a safe space to play and dream.
- To keep lead away, clean toys regularly and get rid of chipped or worn items.



**Get more.** For more tips, visit [sesamestreet.org/toolkits](http://sesamestreet.org/toolkits). Here you will find tools and resources to help your family play and grow together.



## COMMUNITY RESOURCES

There are many resources available in the community that can help your family be healthy. Two of them include:

- **H-KISS:** a FREE information and referral service for children 0–5 years old. If you have concerns or questions about how your child is learning and growing, call H-KISS at **1-800-235-5477** (toll free).
- **WIC (WOMEN, INFANTS AND CHILDREN):** a FREE health and food program for women, infants and children. To find out if you qualify, call WIC at **1-808-586-8175** in O’ahu or **1-888-820-6425** (toll-free) for neighbor islands. Or, visit **health.hawaii.gov/wic**.



## Your best shot

### You can prevent two common diseases.

Immunizations are not only for children. Adults need them, too. If you are over 60, talk to your doctor about the following vaccines:

SHINGLES	PNEUMOCOCCAL
<p><b>WHAT IT IS</b> Shingles is caused by the herpes zoster virus. This is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems.</p> <p><b>WHO SHOULD GET IT</b> The vaccine is recommended for adults aged 60 and older. Even people who have had shingles or chickenpox in the past should get the shot. People with weakened immune systems should not get the vaccine.</p>	<p><b>WHAT IT IS</b> Pneumococcal disease is caused by the <i>Streptococcus pneumoniae</i> bacterium. It can result in severe infections like some types of pneumonia (a lung infection) and meningitis (a brain infection).</p> <p><b>WHO SHOULD GET IT</b> The vaccine is recommended for all adults aged 65 and older. Younger adults who smoke or have asthma should also get the shot. It’s also important for people with certain health problems.</p>



**Talk to your doc.** See your primary care provider (PCP) once a year for a checkup. Ask about vaccinations and tests you may need. Need to find a new PCP? Visit **MyUHC.com/CommunityPlan** to use the provider directory. Or call Member Services 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)**.

## 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**

# 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.

### 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**.

## You have the power

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.

