



UNIVERSITY of MARYLAND HEALTH PARTNERS

Take steps to understand your health!

- Choose a provider that meets your cultural needs. Use our online directory to search for a provider by language and/ or gender.
- If your provider does not speak your language, it's OK to ask for an interpreter. Interpretation services are offered free of charge.
- Ask questions during your appointment:
 - What is my main health issue?
 - What do I need to do?
 - Are there any treatment alternatives?
 - Are there any side effects?
 - How will this help me?
- Ask someone to go to your appointment with you. They can help you understand and remember answers to your questions.
- Take a list of your current medications to every appointment.
- Take a list of your current conditions, past surgeries and illnesses to every appointment.

Nondiscrimination Notice

University of Maryland Health Partners complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. University of Maryland Health Partners does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

University of Maryland Health Partners:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters.
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters.
 - Information written in other languages.

If you need these services, contact Member Services at **410-779-9369**, or toll-free at **800-730-8530**, 8 a.m. to 5 p.m. EST, Monday through Friday. TTY users should call **711**.

If you believe that University of Maryland Health Partners has failed to provide these services or

discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

University of Maryland
Health Partners
c/o Appeals and
Grievance Department
1966 Greenspring Drive,
Suite 100
Timonium, MD 21093
Phone: **410-779-9369** or
toll-free at **800-730-8530**
Fax: **410-779-9367**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Appeals and Grievance Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail or phone at:

U.S. Department of Health
and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019, 800-537-7697
(TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.



Healthy habits

Dental care for the whole family

IT'S REALLY PRETTY

simple to keep a smile healthy. So make these habits stick—and teach them to your kids:

■ **Brush enough.** Try to remember to brush your teeth twice a day.

■ **Floss once a day.**

Brushing can't clean the tight spaces in between teeth.

■ **If you smoke or chew tobacco, try your best to quit.** Your provider can help.

■ **Limit sugary snacks.**

Compared to sweets or sodas, veggies and low-fat cheeses are less likely to cause cavities.

■ **See a dentist.** It's

important to get regular cleanings and checkups.

Know your benefits

Children and pregnant women have comprehensive dental coverage through Maryland Healthy Smiles. Call **855-934-9812** to find a dentist near you.

Adults have preventative and restorative dental benefits up to \$250 annually, including exams, x-rays and extractions. Call **800-730-8530** to find a dentist near you.

CONTACT US

410-779-9369

800-730-8530

TTY: 711

Email us: members@umhealthpartners.com

**8 a.m. to 5 p.m.
Monday-Friday**

After hours, listen to our voicemail for information on how to access urgent or emergency care.


You will also hear information on how to access our 24/7 nurse advice line, pharmacy benefits, vision and dental care, behavioral health and substance abuse care, and prior authorization. You can also leave us a secured voicemail. We will return your call the next business day.

Visit *MyHealth Portal* at umhealthpartners.com to view eligibility, check claims status, view authorizations, request a new ID card or update your information.

STAY CONNECTED
umhealthpartners.com

 Find us on social media

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Let us serve you better

Fill out a HIPAA Authorization form to give us permission to talk with your loved ones about your health care needs when they call in. Visit umhealthpartners.com or call us for the form.



Baby Steps

OUR SPECIALIZED OB Wellness Program, *Baby Steps*, is here for you! It includes case management services and rewards for our members. We help women get into care, make sure they have access to pregnancy health education, and connect our members to community resources. We know it's important for women to have the safest pregnancy possible—for healthy moms and healthy babies.

Healthy PARTNERS



YOUR HOME TEAM FOR HEALTH

Winter 2017



Don't
take a
holiday
from heart
health

ENJOY THE FESTIVITIES without letting your heart down. Try these tips from the American Heart Association and the Academy of Nutrition and Dietetics.

Moderation, moderation, moderation

At the holiday buffet table, the key is portion control. You don't have to skip your favorite treats. Try

just a little taste of each, and really enjoy it.

Your healthy holiday kitchen

Cut fat where you can. For instance, opt for baking foods, rather than frying.

Flavor your favorites without salt and sodium. Try herbs and spices. Offer beverage options without alcohol or added sugars.

Keep your heart in motion

Invite the kids and grandkids for after-dinner walks with you. Or start out a shopping trip with a few laps around the mall. Heart-healthy exercise still deserves a spot on your busy schedule!

It's never too early to start establishing a heart-healthy lifestyle for your children. The process leading to adult heart disease can begin in childhood—putting kids at risk for a heart attack or stroke later in life. And the chances of that happening rise if kids develop risk factors such as obesity, type 2 diabetes, high cholesterol or high blood pressure.

If you are living with a chronic condition, such as high blood pressure, high cholesterol, coronary artery disease, or chronic heart failure, you may benefit from our **Living Smart** chronic condition management program. Call **844-898-9213** (TTY: **711**) and ask to speak with a Living Smart Health Coach.

Begin the new year healthy!

Make sure your child is up-to-date with their vaccines and has had their well-child visit with their primary care provider before the end of the year. Call us at **800-730-8530** (TTY: **711**) today for help scheduling an appointment.



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University of Maryland
Health Partners
1966 Greenspring Drive, Suite 100
Timonium, MD 21093

Who do I call?

YOU NEVER KNOW when you will need medical care. Knowing the difference between primary, urgent and emergency care will help you to know what to do when the unexpected happens.

Primary care providers (PCPs)

Your PCP is your first call for non-urgent matters. If you call the office when it is closed, leave a message with your name and a telephone number where you can be reached.

Urgent care centers

There are illnesses and injuries that need to be treated quickly, such as sprains, minor cuts, diarrhea, sore throats and rashes. These conditions may require urgent care. If your doctor cannot see you or it is after hours, you can go to an urgent care center for non-life-threatening illnesses or injuries.



Emergency care

Emergency care is for serious conditions that could threaten a person's life or limb. If you have a life-threatening illness or injury, go to the emergency room or call 911.



If you need medical advice, call our Nurse Advice Line, 24 hours a day, 7 days a week to speak with a registered nurse at **844-685-8379**.

Shedding light on seasonal sadness

You feel like yourself for most of the year. But as the seasons change—and the days grow darker—your mood changes too. Does this sound familiar?

If so, you might have seasonal affective disorder (SAD). It's a form of depression that often starts in the fall or winter and fades in the spring or summer.

SAD can make you feel irritable, drained and even hopeless. You may also overeat and sleep too much. It could be hard to concentrate.

Take steps to feel better

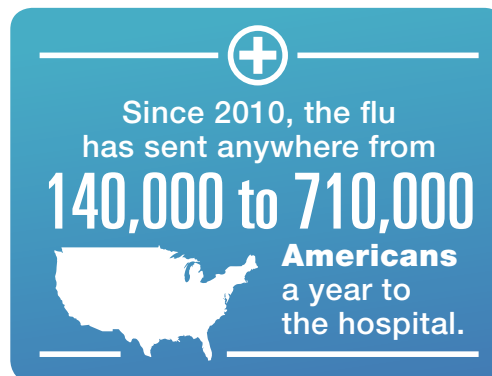
Try to soak up more sun, exercise, and spend time with friends and family. But don't just tough it out: If these steps don't help—or your sadness makes it hard to function—tell your doctor.

And if you or someone you are with feels the need to do harm to anyone, including him- or herself, call 911 or the Maryland Crisis Hotline at **800-422-0009** (TTY: **711**).

FLU FACTS: Don't let the flu get you down



Flu viruses can survive on some surfaces for **24 hrs.**



YOUR BEST PROTECTION:
A YEARLY FLU VACCINE.
Nearly everyone older than 6 months should get one.

MORE STAY-HEALTHY TIPS: Wash your hands often. Avoid touching your face. Steer clear of people who are sick.

Visit your PCP or a network pharmacy. For more information or if you need assistance, call **800-730-8530** (TTY: **711**).

Source: Centers for Disease Control and Prevention

Colon cancer tests

Know your options



THERE'S MORE THAN one way to get checked for colorectal cancer. One test is a **colonoscopy**. But there are other options.

Here's a brief look at some of those screening tests and how their benefits compare.

Stool tests. These take-home tests look for traces of hidden

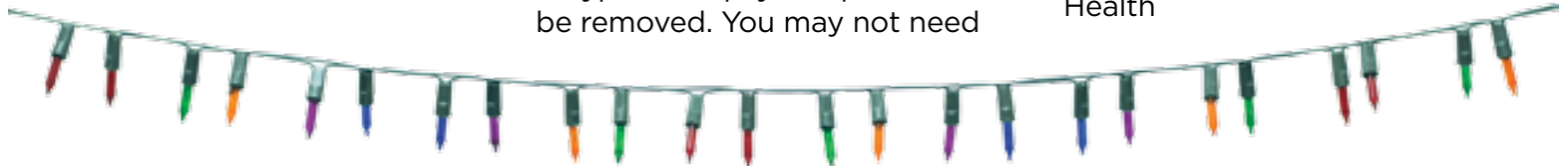
blood from cancer or precancerous polyps. You simply return the DIY sample to your doctor every year. But a positive result may mean you'll still need a colonoscopy.

Sigmoidoscopy. A lighted tube with an attached video camera is used to examine the rectum and the lower part of the colon. Polyps or biopsy samples can be removed. You may not need

a sedative as you would with a colonoscopy. But you'll need to cleanse your bowels with laxatives to prepare for this test.

If you're due for a colon cancer screening, talk to your doctor about the pros and cons of each option.

Sources: American Cancer Society; National Institutes of Health



Pharmacy news

Manage: Manage your prescriptions from your smartphone or computer. Sign up with **CVS.com** or your pharmacy's website.

90-day supply: Get a 90-day supply of the asthma, diabetes, high blood pressure and cholesterol medications you take every day. Ask your provider if a 90-day supply is right for you and request a prescription.

Sync: You can "sync" your prescriptions to be filled on the same day every month. Ask your pharmacy, and your pharmacist will work with your prescribers for you.



Opioids: Accidental overdose can affect anyone taking opioids. Higher doses increase the risk. Never take more of the medication than prescribed or share your medication. Keep these medications locked away and out of reach of children. Ask your provider about naloxone for opioid overdose reversal. The long-term use of opioids increases the risk of addiction. If you feel you need help with addiction, contact us and ask for a Special Needs Coordinator.

Need help to stay warm this winter?

Find out if you qualify for help with heating bills. The Maryland Energy Assistance program (MEAP) is available in all counties to qualifying households. You also can call **211** for help with resources in your area. Remember to heat safely with proper ventilation, and don't use your oven or other appliances to heat your home. Install carbon monoxide detectors, and change the batteries every year. If you need more resources, call the Special Needs Department.



Reporting fraud, waste and abuse

UMHP is always trying to improve the health care system. Part of this involves preventing and addressing fraud, waste and abuse related to your benefits and the medical payments made on your behalf. Your input is also important to meet this goal. If you suspect fraud, waste or abuse is occurring, report it immediately. The law ensures that reporting fraud, waste and abuse will not affect how you will be treated. Contact UMHP's Member Services Department or the Maryland Department of Health for more information or to make a report. Your member handbook provides additional information on your options for reporting. Go to umhealthpartners.com to review the member handbook or call to request one by mail.

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-730-8530 (TTY: 711).

SPANISH

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-730-8530 (TTY: 711).

CHINESE

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨1-800-730-8530 (TTY: 711)。

KOREAN

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-730-8530 (TTY: 711)로 연락주시기 바랍니다.

VIETNAMESE

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-800-730-8530 (TTY: 711).

FRENCH

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-730-8530 (TTY: 711).

TAGALOG

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-730-8530 (TTY: 711).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону: 1-800-730-8530 (телетайп: 711).

AMHARIC

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶቻችን በነጻ ሊያገለግሉዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-730-8530 (መስማት ለተሳናቸው: 711)።

KRU (Bassa)

Dè dɛ nià kɛ dyédé gbo: ɔ jũ ké m̩ [Bàsɔ̀̀-wùdù-po-nyɔ̀̀] jũ ní, níí, à wuɖu kà kò dò po-pò̀ ðéin m̩ gbo kpáa. Ǻá 1-800-730-8530 (TTY:711)

IBO

Nti: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-800-730-8530 (TTY: 711).

YORUBA

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfé ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 1-800-730-8530 (TTY: 711).

URDU

ہم ہمیشہ ہی صحت کی سہولتوں کو بہتر بنانے کے لیے کوشش کر رہے ہیں۔ اگر آپ کو شک ہے کہ کوئی دھوکہ دہی، ضیاع یا ہراسہ پیدا ہو رہا ہے، تو فوراً رپورٹ کریں۔ اس کے لیے آپ کو کوئی نقصان نہیں ہوگا۔ مزید معلومات کے لیے یا رپورٹ کرنے کے لیے 1-800-730-8530 (ٹی 711) پر کال کریں۔

FARSI

توجه: چنانچه به زبان فارسی صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در اختیار شما قرار خواهد گرفت. تماس (711) 1-800-730-8530 (TTY: 711) ابا شماره بگیرید.

FRENCH CREOLE

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-730-8530 (TTY: 711).

PORTUGUESE

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-730-8530 (TTY: 711).

ARABIC

ملاحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا من أجلك. اتصل بالرقم 1-800-730-8530 (الهاتف النصي: 711).

GUJARATI

ચુના: જો તમે જરાતી બોલતા હો, તો િન: ્રુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છ. ફોન કરો 1-800-730-8530 (TTY: 711).