HIGHLIGHTS

- **Manage Your Diabetes - Diabetes Population Health Management Program**
  A new program designed to help members with diabetes get detailed care

- **The Importance of Well Child Visits and the Medical Home Approach**
  Find out what a well child visit is and when your child should have one

- **Cervical Cancer Screening: What you Need to Know**
  Read to see if you should get a cervical cancer screening test

- **HPV Vaccine: Why you Need it**
  HPV affections millions of Americans each year. Find out how you can help prevent it

- **Pharmacy Services - Formulary Updates Every 3 Months**
  Check out the formulary on our website

- **Protect Yourself and Others from Measles**
  Almost everyone who doesn’t get this shot will get measles if they are exposed. Learn how you can protect your child

**Questions?**

**Contact us!**

**Member Services:**
410-779-9369 or 800-730-8530 (TTY:711)
8am - 5pm ET | Monday - Friday

**Email:** members@umhealthpartners.com

**Website:** www.UMHealthPartners.com
Visit MyHealth Portal to view eligibility, check claims status, view authorizations, see updates to the formulary, request a new ID card or update your information.

Find us on social media
University of Maryland Health Partners (UMHP) introduces its Diabetes Population Health Management Program! This program is designed to specifically meet your diabetes health care needs. All members with diabetes are eligible to participate. Members who participate will receive dedicated services and health education from UMHP staff to help manage their diabetes. Members will be connected to doctors who provide high quality, comprehensive diabetes care. Members enrolled in the program receive regular reminders about upcoming appointments and prescription fills. The program is tailored to your condition and your individual needs to ensure you stay healthy and active.

To learn more about our Diabetes Program, as well as programs for other chronic conditions, please call Member Services. A Member Services Representative will be able to determine which programs you may be eligible for and connect you with those programs.

The Importance of Well Child Visits and the Medical Home Approach

Well child visits are scheduled at least yearly with your pediatrician, and much more frequently for infants and young children who require vaccination. They are also essential in creating a medical home for your child. This is where all doctors, family members, and medical facilities get on the same page for the benefit of your child. A medical home depends on teamwork. As the saying goes: “It takes a village to raise a child.”

What Happens at a Well Child Visit? During your child’s well visit, the pediatrician will check your child’s physical and mental health and overall sense of well-being. More time is allowed for well child visits than sick visits because there is more to be accomplished and discussed.

Your pediatrician will do the following during a well visit:
- Measure growth and development specific to age
- Review health history to prevent future problems
- Screen your child for any illnesses
- Give your child any immunizations specific to age
- Counsel and educate parents and children
- Promote good mental health

Well child visits and immunizations are vital to achieve and maintain the physical and emotional well-being of your children. If you need assistance finding a pediatrician for your child, please call Member Services at 800-730-8530 (TTY:711). We do not cover any services out of the country.
Cervical Cancer Screening: What You Need to Know

Life Saving. It is important to screen for cervical cancer to help prevent and, in some cases, find cervical cancer in the early stages for better outcomes. The risk of cervical cancer can be greatly reduced with regular screening. University of Maryland Health Partners covers cervical cancer screenings for our members using these two tests:

- **Pap test (or Pap smear)** looks for precancers, cell changes on the cervix that might become cervical cancer if they are not treated appropriately.
- **HPV Test** looks for the virus (human papillomavirus) that can cause these cell changes.

These tests can be done during your gynecologic visit or in your doctor’s office by collecting a few cells from your cervix and the area around it. It is recommended to start getting Pap tests at the age of 21. Talk to your doctor about when and how often you need your Pap or HPV test. For women at high risk for developing cervical cancer, screening is recommended at an earlier age and more often than for women who have an average risk of cervical cancer.

---

**SUN PROTECTION**

- Protect your skin with sunscreen that has SPF 30 or higher. The sun’s rays are the strongest between 10 am and 2 pm.
- Wearing a hat will help protect your face, ears, and neck.
- Wear sunglasses to protect your eyes from the sun’s UV rays.
- Be sure to stay hydrated by drinking plenty of water. It is recommended that you drink at least 64 ounces of water daily.
HPV Vaccine: Why you Need it

HPV, or human papillomavirus, is a common virus that infects men and women. About 14 million Americans, including teens, become infected with HPV each year. Many people don’t have any symptoms, and the infection may go away on its own. HPV can cause six types of cancer including:

- Cervix, vagina, and vulva in women
- Penis in men
- Anus and back of the throat, including the base of the tongue and tonsils (oropharynx), in both women and men

The HPV vaccination can help prevent these cancers from developing and it has been shown to lower rates of HPV infection in all women since they were introduced.

When should you get vaccinated? Protect your child from developing these six types of cancer later in life with the HPV vaccine at ages 11-12. Vaccines are meant to protect your child before they are exposed to the disease. That’s why the HPV vaccine is recommended earlier rather than later. If your child is already a teenager, vaccination is still recommended through age 26 for women, and through age 21 for most men. Talk with your doctor or pediatrician about when to get the HPV vaccine.

Pharmacy Services - Formulary Updates Every 3 Months

University of Maryland Health Partners regularly updates its approved list of drugs (called a formulary) to ensure all appropriate drugs are available for your health care needs. These updates are made every 3 months and can be found in the “Find a Drug” or “Pharmacy” section at the top of our website. You can also find our Pharmacy Management Procedure, medication limits, formulary exceptions and substitutions, which will help you and your provider obtain the drugs you need in the same section of our website at www.UMHealthPartners.com. This information can also be obtained by contacting Member Services at 800-730-8530 (TTY:711).
Protect Yourself and Others from Measles

Measles are highly contagious and can lead to severe complications and even death. Your child can catch measles just by being in a room where a person with measles has been because it can be spread through the air. The best way to protect against measles is to get the measles-mumps-rubella shot (called the MMR shot). Doctors recommend that all children get the MMR shot. Your child should receive two doses of the MMR shot for the best protection against measles. University of Maryland Health Partners covers MMR vaccines and your child should receive the vaccine at your doctor’s office during the following ages:

- 12 through 15 months
- 4 through 5 years
- Infants 6 months to 11 months should have 1 dose of MMR before traveling to another country

Almost everyone who doesn’t get the MMR shot will get measles if they are exposed. Doctors can prevent measles with vaccines, but there is no cure for measles once you become sick from it.

Facts About the Measles Vaccine (MMR Shot)

The measles vaccine is among the most effective vaccines. It is very safe and effective at preventing measles (as well as mumps and rubella). Vaccines, like any medicine, can have potential side effects. Studies have proven that most children who get the MMR vaccine shot have no side effects.

To learn more about the MMR vaccine shot, talk with your child’s doctor, call 1-800-CDC-INFO, or visit www.cdc.gov/vaccines/parents
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 1-800-730-8530, 8 AM to 5 PM 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 1-800-730-8530
Fax: 1-844-329-0831

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 Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html
ENGLISH
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-730-8530 (TTY: 711).

SPANISH

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

VIETNAMESE

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

RUSSIAN

AMHARIC