A random survey is being mailed to our Healthy U parents to know if we are meeting your child’s healthcare needs. If you receive this survey we are asking you to fill it out and mail it back as soon as possible. It is important for us to know what you like about Healthy U. The survey takes no more than 10 minutes of your time to complete.

We are glad that we can serve you. Healthy U wants to make sure you stay as healthy as you can. We value your comments. If you have any questions or comments please call Healthy U at (801) 587-6480. We are counting on you to let us know what you think of us – our service, our attitude, our provider network. Your feedback will help us continually improve our service in order to better meet your needs.

Road injuries are the leading cause of preventable deaths and injuries to children in the United States. - Safekids.org

Healthy U is leading the way in safety. We are giving our eligible Healthy U members car seats at low or no cost. To find out if you qualify, please call our Healthy U Care Management Team at (801) 587-6480, option 2.

**Annual Checkups Help Kids Stay Healthy**

Every child needs a Child Health Evaluation and Care (CHEC) exam at least once a year.

The exam will include:

- A physical examination to check your child’s growth and progress.
- Your child’s weight, height and blood pressure could all be checked.
- Your child may need immunizations at their well visit to prevent them from getting a disease.
- The doctor will do a behavior assessment and talk to you about your child’s mental health.
- Your doctor will check your child’s vision and hearing.
- The doctor will test for lead exposure or other health problems.

To learn more about CHEC exams, visit our website at uhealthplan.utah.edu.
MyChart is an online member website that lets Healthy U members see their health information.

For example:
- What are my benefits?
- Am I eligible?
- Print Explanation of Benefits (EOBs)/look at medical claims.
- Ask customer service questions online.

You can get onto MyChart 24 hours a day, 7 days a week. You can get a MyChart activation code by calling customer service at (801) 587-6480 or by sending an email to uuhp@hsc.utah.edu.

Can you say Chlamydia (“cla-MI-dee-a”)?

What is chlamydia?
Chlamydia is a sexually transmitted disease (STD) that can infect both men and women. It can damage a woman’s reproductive system and make it hard or not possible to get pregnant.

How does someone get chlamydia?
- Having sex with someone who has it.
- You can get chlamydia more than once.
- If you are pregnant you can give chlamydia to your baby during birth.

What do I need to know about chlamydia?
- Most people who have chlamydia do not have any signs or symptoms.
- Anyone can get chlamydia, and you can pass it to others without knowing it.
- If you give chlamydia to your baby at birth, your baby can get an eye infection or pneumonia.
- You can have your baby too early.

How do I lower my risk?
- Not having sex, or only have sex with someone who is not infected and only has sex with you.
- Using condoms the right way each time can reduce your risk.
- Washing the genitals, urinating or douching after sex will not prevent chlamydia or any other STD.
- Sexually active woman aged 25 or younger need to get tested every year, or if you have a new or multiple sex partners.

Is there a treatment? Can chlamydia be cured?
- Chlamydia is easy to treat and cure.
- It is important to take all of the medicine your doctor prescribes so it will stop the infection.
- If you do not treat chlamydia it can lead to serious health problems including HIV.

Talk with a doctor if you are worried about chlamydia or other STDs.

Source: http://www.cdc.gov/std/chlamydia/STDFact-Chlamydia.htm
Reduce Your Risk for Breast Cancer

It is important to find breast cancer early. Talk with your doctor about having these important screenings.

**Three ways of finding breast cancer are:**
- **Have a mammogram** - A mammogram is an X-ray of your breast. If you’re age 40 or older, get a mammogram every year.
- **Have a breast exam** - See your doctor for a clinical routine breast exam. Every year if you are age 40 or older and every three years if you are between ages 20 and 39.
- **Breast self-exam** - Adult women of all ages should perform breast self-exams once a month.

**To lower your risk for breast cancer, follow these tips:**
- **Control your weight** - Being overweight raises the risk for breast cancer, especially for older women.
- **Exercise** - Exercising four or more hours a week may reduce hormone levels and help lower breast cancer risk.
- **Limit alcohol** - More than two drinks a day have a higher risk for breast cancer.

If you need help finding a doctor or a mammography center call us at (801) 587-6480 or 1-888-271-5870 option 1.

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**Snort. Sniffle. Sneeze. No Antibiotics Please!**

Antibiotics don’t work on viruses, but too many kids are still getting antibiotics for common colds, sore throats or common illnesses because doctors feel pressure from parents who expect a prescription.

**Why this is a problem?**
- Antibiotics are some of the most powerful drugs a doctor can offer.
- A child that takes an antibiotic that is not needed it puts them and the people around them at risk for infection with resistant bacteria.
- Your child could be at risk for serious allergic reaction.
- The antibiotic might not work later on when your child has a serious infection. It could limit your doctor’s options of what he can prescribe later on.

**What Can You Do to Protect Yourself and Your Child?**
- Talk with your doctor about antibiotic resistance.
- When you are prescribed an antibiotic take it exactly as the doctor tells you.
- Throw away any leftover medicine once you have finished your prescription.

**Antibiotics cure bacteria, not viruses such as:**
- Colds or flu.
- Most coughs and bronchitis.
- Sore throats not caused by strep.
- Runny noses.

**Taking antibiotics for viral infections such as a cold, cough, the flu, or most bronchitis, will not:**
- Cure the infections.
- Keep others from getting sick.
- Help you feel better.

### NEWBORN’S AND MOTHER’S HEALTH PROTECTION ACT (NMHPA)

The Newborns’ Act is the amount of time you and your newborn child are covered for a hospital stay following childbirth. For a vaginal delivery you can stay in the hospital for up to 48 hours. For a C-section you can stay in the hospital for up to 96 hours. However, your provider may decide after talking to you, to let you or your newborn child leave the hospital earlier.

For more information on the Newborns’ Act please visit [www.dol.gov/ebsa/newsroom/fsnmhafs.html](http://www.dol.gov/ebsa/newsroom/fsnmhafs.html).

### NONDISCRIMINATION POLICY

You have the right to get medical care and be treated with dignity and respect no matter what your race, color, sex, religion, national origin, disability or age. Healthy U does not prohibit or restrict providers from acting within their lawful scope of practice or discriminate against health care professionals who serve high-risk populations who specialize in the treatment of costly conditions. Healthy U’s nondiscrimination policy complies with Title VI of the Civil Rights Act of 1973, the Age Discrimination Act of 1990 and the University of Utah Policy and Procedures 1999, Sections 2-6.

### YOUR RESPONSIBILITIES

Always talk with your doctor about any health information in newsletters or on websites to make sure that it is best for you. Never use this information to make health decisions- do what your doctor says is best.

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#### Healthy U Contact Information

- **Member Services/Claims/Interpreter Services:**
  - (801) 587-6480, option 1, or 1-888-271-5870, option 1, 8 a.m. to 6 p.m.
- **U Baby Care:**
  - (801) 587-6480 or 1-888-271-5870, option 2
- **Care Management:**
  - (801) 587-6480, option 2 or 1-888-271-5870, option 2.
- **Healthy U on the Internet:**
  - uhealthplan.utah.edu
- **Utah Relay Services:**
  - TTY/TDD 1-800-346-4128
  - En Espanol 1-888-346-3162
- **Report Suspected Fraud:**
  - (801) 587-6480, option 4 or 1-888-271-5870, option 4
- **Fax:**
  - (801) 281-6121
- **By Mail:**
  - Healthy U
  - P.O. Box 45180
  - Salt Lake City, UT
  - 84145-0180