

## a little about prevention!

What are preventive health screenings? Simply put, this means looking for health problems before they become serious. We encourage preventive health screenings for all of our members. The following are a few examples:

Service	18-39 years	40-49 years	50-64 years	65 years and older
Routine Health Exam	Every 5 years	Every 3 years	Every 2 years	Every one to 2 years
Blood Pressure	At least every 2 years			
Lipids Screening- Cholesterol	Men and Women age 20 years and older every 5 years			
Chlamydia Screening	All sexually active women 25 years of age and younger every year			
Prostate Cancer Screening			Beginning at age 50, discuss screening options with your physician	
Colon Cancer Screening			All men and women should begin screening at age 50	

## health coaching

24 hours a day ■ 7 days a week ■ No cost to you  
 24 horas por día ■ 7 días por semana ■ Ningún coste a usted

**1-800-348-9786**

TTY: 1-877-471-7033  
[univeracommunityhealth.org](http://univeracommunityhealth.org)



205 Park Club Lane, Buffalo, NY 14221-5239



welcome



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Univera Community Health is a separately licensed HMO that is owned by Univera Healthcare, Kaleida Health, and Erie County Medical Center.

# Univera Community Health offers several free programs that can help you. Call a Case Manager at 1-800-509-5290, or visit our website ([univeracommunityhealth.org](http://univeracommunityhealth.org)) to find out more.



## case managers

Our case managers are nurses and social workers. They can help you with your health care and answer your questions. Here are some things a case manager can help you with:

- Finding a family doctor.
- Understanding your health insurance and what you are able to receive.
- Finding resources for transportation to your medical appointments.
- Identifying community agencies that can assist you and your family.
- Assisting your doctor in connecting you to the health care services you need.

## health coaches

Call a health coach 24 hours a day, 7 days a week. The health coach is easy to talk to and is available to help you learn more about your health concerns. Here are some things you might talk about:

- Questions about your health, such as what to do if your child is sick.
- Tips to better manage your asthma or diabetes.
- Keeping track of the tests and check ups you or your kids need to stay healthy.
- Things you can do to help with back pain.
- How to talk to and work more closely with your doctor.

If you have special needs, the health coach can tell you how to get health information that is right for you. Give the health coach a call at 1-800-348-9786.

## pap smears and mammograms

Pap smears and mammograms help save lives. If you are a female between 18 and 64 years of age, you should have a Pap smear every 1 to 3 years. Women should have a mammogram every 1 to 2 years between the ages of 40 and 69.

## pregnancy

If you are pregnant, call us! You will receive a free month-by-month guide about having a baby. Our case managers will explain all of the program benefits available to you. They will support you throughout your pregnancy and after you deliver.

## having a doctor is important

When you joined Univera Community Health, you were asked which doctor you use. This is your primary care doctor, or PCP. Your doctor's name should be on your ID card. Please call us:

- If there is no primary care doctor name on your ID card or if the name is not correct.
- If you do not have a primary care doctor, you need to choose one. One of our case managers can help.

It is also important that you see your doctor on a regular basis. Your doctor knows you and your history and is better able to care for you.

Please call your primary care doctor if you want to get care, need to go to the hospital or have a test or want to see a specialist. Your primary care doctor may need to call Univera Community Health for a referral.



**Case Managers are available Monday through Friday during normal business hours. You can call a Health Coach after hours and on weekends, they are available 24 hours a day, 7 days a week.**

## Recommended Schedule for Routine Health Examinations by Age

1st year of life	2-4 weeks, 2 months, 4 months, 6 months, 9 months
1-5 years	1 year, 15 months, 18 months, and every year between 2 years and 5 years
6-11 years	Every 1-2 years at the judgment of the physician and/or family
12-17 years	Every year

**routine well child visits**  
The following is the suggested schedule of well child visits for children from birth to 17 years:

Call a Case Manager toll free at **1-800-509-5290** to hear all of the exciting benefits we have to offer. You may qualify for a gift just for calling and speaking with a Case Manager.