



UnitedHealthcare®

A UnitedHealth Group Company

# health TALK

¡VOLTEE PARA ESPAÑOL!

SUMMER 2010



"Sesame Workshop"®, "Sesame Street"® and associated characters, trademarks and design elements are owned and licensed by Sesame Workshop. © 2010 Sesame Workshop. All Rights Reserved.

## HEALTH ON TIME

**You need to renew or recertify your child's Mississippi CHIP coverage every year.** If you don't recertify, your child will lose his or her medical benefits.

It's easy to renew! The Mississippi Division of Medicaid (DOM) will send you a letter when it is time for you to come in for your annual review. Don't forget to take copies of all your check stubs from the previous month as proof of income. If you have questions, call your Regional Medicaid Office or call the DOM toll-free at **1-866-635-1347**.

## ▼ SESAME STREET

# fun<sub>WITH</sub> food

LEARN ABOUT 'ANYTIME' AND 'SOMETIMES' FOODS

**Cookie Monster knows how important it is to eat right.** He used to eat cookies all the time. Then he learned about "anytime" and "sometimes" foods. Now he eats mostly healthy foods. But Cookie Monster can still have cookies as a special treat.

"Anytime" foods are things we can eat every day. These are foods like fruits, veggies, whole grains, lean meats and low-fat yogurt. Drink water or low-fat milk with these.

"Sometimes" foods are things we should only eat once in a while. These are foods like cookies, candy, chips, fast food and sodas. They are high in sugar, fat or salt.



**A BIG WELCOME** UnitedHealthcare has a new partner in healthy habits for life — Sesame Street. Together we'll make healthy eating and fitness fun for you and your kids!



PRSRST STD U.S. Postage  
PAID  
UnitedHealthcare  
AmeriChoice  
United Health Group

UnitedHealthcare of Mississippi  
795 Woodlands Pkwy., Ste. 301  
Ridgeland, MS 39157



# TAKE your BEST shot

## IMMUNIZATIONS FOR KIDS AND TEENS

Years ago, many children died from common diseases. Today, these diseases are very rare. This is because children now get vaccines to protect them from getting sick.

Call your child's doctor today to schedule any screenings or immunizations your child may be missing — your child's health may depend on it! These screenings and immunizations may also be a requirement for day care or school.

### RECOMMENDED VACCINES INCLUDE:

- tetanus, diphtheria and pertussis (may be called Tdap or TD)
- meningococcal
- seasonal flu vaccine
- chicken pox (also called varicella)
- measles, mumps and rubella (MMR)
- human papillomavirus (HPV)



**SCHOOL'S OUT!** Enjoy your summer. But start planning for the fall now. Call your child's primary care provider (PCP) today. Make an appointment for a school checkup. Collect school and sports forms you need ahead of time. Beat the rush!

## use your head

### WEAR A HELMET WHENEVER YOU'RE ON A BIKE

**Bike helmets save lives.** Experts say 75 percent of kids who die on bikes could have been saved if they were wearing a helmet. Yet many people don't wear them. Here are some statistics:

- **60 PERCENT** of bike riders own a helmet.
- **50 PERCENT** of bike riders wear a helmet most of the time.
- **43 PERCENT** of bike riders wear a helmet every time they ride.
- **690 CHILDREN** are hurt in bike crashes every day.
- **140 CHILDREN** are killed in bike crashes each year.
- **85 PERCENT** of bike crash head injuries can be prevented with helmets.



**HARD HEADED** If you can't afford a bike helmet, call your local police or fire department. Many give out free helmets. Some hospitals and health departments give out helmets, too.

## sweetie pie

KNOW THE SIGNS OF TYPE 2 DIABETES IN KIDS

**Type 2 diabetes used to be called adult-onset diabetes.** Today, it is becoming more common in kids.

Most kids diagnosed with type 2 diabetes are overweight. Many kids with diabetes have a parent who has the disease. It's also more common in kids of Native American, African American, Hispanic/Latino or Asian/Pacific Island descent.

Symptoms usually start so slowly you might not notice them. Some people with type 2 diabetes have no symptoms. Ask your child's doctor to check for diabetes if your child:

- **urinates often.** A child who was dry through the night might start wetting the bed.
- **is very thirsty or hungry.**
- **loses weight, or doesn't gain weight as he or she grows.**
- **often feels tired.**
- **takes a long time for wounds to heal.**
- **gets yeast infections before puberty.**
- **has blurred vision.**
- **has fruity-smelling breath.**
- **gets dark, thick patches of skin around the neck, armpits or groin.**



**WE CARE** If your child has diabetes, UnitedHealthcare has a program that can help. You can talk to a nurse who can help you understand your child's disease. We will send you reminders about important tests. Call 1-800-992-9940 (TTY 711) to find out how your child can join.



GET 24-HOUR HEALTH INFORMATION FROM OUR NURSELINE

**UnitedHealthcare's NurseLine is your source for immediate answers to your health questions.** Call any time, 24 hours a day. You can speak with caring registered nurses. You'll get trusted, physician-approved information to guide your health care decisions for your child. Plus, it's all included as a part of your benefits.

Why wait for answers? Help is just one phone call away. A registered nurse can help you:

CHOOSE APPROPRIATE MEDICAL CARE FOR YOUR CHILD

- **understand a wide range of symptoms**
- **determine if the emergency room, a doctor visit or self-care is right for your child's needs**

FIND A DOCTOR OR HOSPITAL

- **search for doctors and specialists based on your child's needs**
- **get help preparing for appointments and discuss helpful questions to ask your doctor**

UNDERSTAND TREATMENT OPTIONS

- **learn more about a health condition or diagnosis**
- **explore the risks, benefits and possible outcomes of your treatment options**

ACHIEVE A HEALTHY LIFESTYLE

- **get tips on nutrition and exercise**
- **learn about important well-child checks and immunizations**



**ON THE LINE** You can call NurseLine 24 hours a day, seven days a week. The toll-free number is 1-877-410-0184.



### RED FLAGS

**The Red Flags Rule says that health care providers need to help prevent medical identity theft.** They must make sure patients are who they say they are. They want to make sure someone else isn't using your health plan ID card. This means your provider might ask for your driver's license or other photo ID. Be sure to take your ID with you when you get health care.

## quality counts

**UnitedHealthcare wants all our members to be healthy.**

That's why we have clinical quality improvement (QI) programs. These programs:

- **HELP** members with chronic illnesses get the care they need.
- **WORK** with pregnant women to have healthy babies.
- **REMIND** members to get important tests and immunizations.
- **MAKE** sure members get follow-up care after they are in the hospital.
- **CHECK** to see how certain illnesses are treated.

Part of QI is measuring how well these programs are working. We check doctors' records. We look at claims data. We send surveys to members. We look at these results to see how we can do better. We share this information with providers and members.



**1 IN 4 STUDENTS ARE BULLIED.**

# beat<sub>THE</sub>bullies

## 5 TIPS FOR TALKING ABOUT BULLYING WITH YOUR CHILD

**Bullying takes many forms.** It can be physical, like hitting. It can be verbal, like teasing. It can be emotional, like making another kid feel left out. It can even be electronic, like sending mean text messages.

Being a victim of a bully can cause serious problems. Kids can become very sad and lonely. They might not want to go to school. Some feel sick, or even think about suicide.

Kids who are bullied often don't tell anyone. They might be embarrassed. They might be afraid the bullying will get worse if they tell. What can you do if your child is being bullied? The first step is to talk about it. Here are some tips for talking about bullying:

- 1 **DON'T TELL YOUR CHILD TO IGNORE IT.** That might make him or her think you are going to ignore it.
- 2 **DON'T BLAME YOUR CHILD.** Don't ask what your child did to deserve it.
- 3 **LISTEN TO YOUR CHILD.** Ask questions. Thank him or her for telling you.
- 4 **SUPPORT YOUR CHILD.** Explain that it's not his or her fault. Ask what you can do to help.
- 5 **DON'T TELL YOUR CHILD TO FIGHT BACK.** That often makes things worse.

Once you understand the problem, talk to your child's teacher or principal. Stay calm. Ask how you can help. If nothing changes, talk to the school again.



**STOP IT** Learn how you can stop bullying at [www.stopbullyingnow.hrsa.gov](http://www.stopbullyingnow.hrsa.gov). This website has videos and information for kids, parents and teachers.

## regional medicaid offices *continued* *oficinas regionales de medicaid (continuación)*

### LAUREL

■ *Greene, Jones, Wayne*  
1100 Hillcrest Dr.  
Laurel, MS 39440  
601-425-3175

### McCOMB

■ *Amite, Pike, Walthall*  
301 Apache Dr.  
McComb, MS 39648  
601-249-2071

### MERIDIAN

■ *Clarke, Lauderdale*  
3848 Old Hwy. 45 N.  
Meridian, MS 39301  
601-483-9944

### NATCHEZ

■ *Adams, Franklin, Jefferson, Wilkinson*  
103 State St.  
Natchez, MS 39120  
601-445-4971

### NEW ALBANY

■ *Pontotoc, Tippah, Union*  
1510 Munsford Dr.  
New Albany, MS 38652  
662-534-0441

### NEWTON

■ *Jasper, Newton, Scott*  
9423 Eastside Dr. Ext.  
Newton, MS 39345  
601-635-5205

### PASCAGOULA

■ *George, Jackson*  
4119 Amonett St.  
Pascagoula, MS 39567  
228-762-9591

### PHILADELPHIA

■ *Kemper, Neshoba, Noxubee, Winston*  
1122 E. Main St., Ste. 15  
Philadelphia, MS 39350  
601-656-3131

### PICAYUNE

■ *Hancock, Pearl River, Stone*  
1845 Cooper Rd.  
Picayune, MS 39466  
601-798-0831

### SENATOBIA

■ *DeSoto, Panola, Tate*  
2776 Highway 51 S.  
Senatobia, MS 38668  
662-562-0147

### STARKVILLE

■ *Chickasaw, Clay, Oktibbeha, Webster*  
313 Industrial Park Rd.  
Starkville, MS 39759  
662-323-3688

### TUPELO

■ *Itawamba, Lee*  
1742 McCullough Blvd.  
Tupelo, MS 38801  
662-844-5304

### VICKSBURG

■ *Claiborne, Issaquena, Sharkey, Warren*  
2734 Washington St.  
Vicksburg, MS 39180  
601-638-6137

### YAZOO CITY

■ *Holmes, Humphreys, Yazoo*  
110 N. Jerry Clower Blvd., Ste. A  
Yazoo City, MS 39194  
662-746-2309

## WHERE TO RECERTIFY

### DÓNDE SE PUEDE RECERTIFICAR

■ Counties served by each office are listed next to this symbol. *Los condados a los que les da servicio cada oficina se enumeran junto a este símbolo.*

## WHERE TO RECERTIFY

### DÓNDE SE PUEDE RECERTIFICAR

Counties served by each office are listed next to this symbol. *Los condados a los que les da servicio cada oficina se enumeran junto a este símbolo.*



## regional medicaid offices

*oficinas regionales de medicaid*

It is always best to check with the Regional Office that serves the county in which you reside to obtain information about CHIP.

*Siempre es mejor consultar con la Oficina Regional que da servicio al condado en el que usted reside para obtener información sobre CHIP.*

### BRANDON

■ *Rankin, Simpson, Smith*  
3035 Greenfield Rd.  
Pearl, MS 39208  
601-825-0477

### BROOKHAVEN

■ *Copiah, Lawrence, Lincoln*  
1372 Johnny Johnson Dr.  
Brookhaven, MS 39601  
601-835-2020

### CLARKSDALE

■ *Coahoma, Quitman, Tunica*  
528 S. Choctaw St.  
Clarksdale, MS 38614  
662-627-1493

### CLEVELAND

■ *Bolivar, Sunflower*  
201 E. Sunflower,  
Ste. 10  
Cleveland, MS 38732  
662-843-7753

### COLUMBIA

■ *Covington, Jeff Davis, Marion*  
501 Eagle Day Ave.,  
Ste. A  
Columbia, MS 39429  
601-731-2271

### COLUMBUS

■ *Lowndes, Monroe*  
2207 5th St. N.  
Columbus, MS 39705  
662-329-2190

### CORINTH

■ *Alcorn, Prentiss, Tishomingo*  
2619 South Harper Rd.  
Corinth, MS 38834  
662-286-8091

### GREENVILLE

■ *Washington*  
585 Tennessee Gas Rd.,  
Ste. 10  
Greenville, MS 38701  
662-332-9370

### GREENWOOD

■ *Carroll, Leflore, Tallahatchie*  
805 W. Park Ave., Ste. 6  
Greenwood, MS 38930  
662-455-1053

### GRENADA

■ *Grenada, Calhoun, Montgomery, Yalobusha*  
1109 Sunwood Dr.  
Grenada, MS 38901  
662-226-4406

### GULFPORT

■ *Harrison*  
12231 Bernard Pkwy.  
Gulfport, MS 39503  
228-863-3328

### HATTIESBURG

■ *Forrest, Lamar, Perry*  
132 Mayfair Blvd.  
Hattiesburg, MS 39402  
601-264-5386

### HOLLY SPRINGS

■ *Benton, Lafayette, Marshall*  
695 Highway 4 E  
Holly Springs, MS 38635  
662-252-3439

### JACKSON

■ *Hinds, Madison*  
5360 I-55 North  
Jackson, MS 39211  
601-978-2399

### KOSCIUSKO

■ *Attala, Choctaw, Leake*  
334 Hwy. 12 W.  
Kosciusko, MS 39090  
662-289-4477