



3 TIPS FOR QUITTING SMOKING

- 1 Talk to your doctor.** Ask about medicines or nicotine replacement.
- 2 Make a plan.** Choose a quit date. Decide what tools you will use to help you quit.
- 3 Get support.** Call your state's Quit Line at 1-800-QUIT-NOW. Join a group at a clinic, hospital or community center. Follow an online program at www.smokefree.gov or another website.

▼ ABOUT YOUR PLAN

welcome

THANK YOU FOR CHOOSING UNITEDHEALTHCARE

Every three months, you'll receive this member newsletter. In it, you'll find all sorts of health tips and information about your coverage. Each issue will include something new to help you keep healthy.

By now, you should have already received your ID card and member handbook. We're glad to have you as a member!

Tina Gallagher

TINA GALLAGHER
Executive Officer, UnitedHealthcare



FIND DR. RIGHT If you need help finding a provider or pharmacy, call member services at 1-877-743-8731 (TTY 711) or go to www.unitedhealthcare-mississippi.com.

UnitedHealthcare Community Plan
795 Woodlands Pkwy., Ste. 301
Ridgeland, MS 39157

PAID
United Health Group
PRSR7 STD U.S. Postage

▼ ABOUT YOUR PLAN



yes^{wE} can

HOW IS MississippiCAN DIFFERENT FROM MEDICAID?

With MississippiCAN, you get all your Medicaid benefits plus more! With UnitedHealthcare Community Plan, MississippiCAN benefits include:

- unlimited visits to your primary care provider (PCP) and specialists. There used to be a maximum of 12 visits.
- no copay for doctor visits. There used to be a \$3 copay.
- one eye exam every year. You can get a pair of glasses every three years.
- a \$15 MasterCard gift card if you visit your PCP within 90 days of joining UnitedHealthcare Community Plan.
- your very own personal care manager to help you with all of your health needs.
- access to our 24-hour NurseLine. You can speak with a registered nurse at any time of the day, even on holidays.

MississippiCAN serves selected Medicaid recipients, including those in the following eligibility categories:

- Supplemental Security Income (SSI)
- Working Disabled
- Disabled Children Living at Home
- Women in the Breast and Cervical Cancer Group
- Department of Human Services Foster Children

 **MORE IS BETTER** With UnitedHealthcare, you get even more than you had before. If you have questions about your benefits, call 1-877-743-8731 (TTY 711). For questions about your health, call NurseLine 24/7 at 1-877-370-4009.

▼ CHRONIC CONDITIONS

sweet heart

THE ABC'S OF HEART DISEASE WITH DIABETES

People with diabetes are two to four times more likely to get heart disease than people without diabetes. That's why it's so important to take good care of yourself if you have diabetes. Keep your blood sugar under control. And remember the ABC's of heart disease and diabetes:

- A IS FOR A1C.** This test gives an average of your blood sugar over a few months. For people with diabetes, a good result is under 7 percent. If your diabetes is not well-controlled, get tested every three months. If you have good control, get tested twice a year.
- B IS FOR BLOOD PRESSURE.** Three-quarters of adults with diabetes have high blood pressure. Get your blood pressure checked at every doctor's visit. Your blood pressure should be below 130/80 mmHg.
- C IS FOR CHOLESTEROL.** Your LDL ("bad") cholesterol should be under 100 mg/dL. Your HDL ("good") cholesterol should be over 60 mg/dL. Have your cholesterol checked every year. If it's high, it should be checked more often while you work to control it.



 **DIABETIC?** UnitedHealthcare has programs to help people with diabetes, asthma and other chronic conditions. Call 1-877-743-8731 (TTY 711) to learn about these programs.

▼ PREVENTION



test_{TIME}

YOU CAN BEAT CERVICAL CANCER

More than 12,000 women will find out they have cervical cancer this year. Hispanic and African American women are more likely to get it. Most women will be cured, thanks to early detection with Pap tests. In the future, many cases of cervical cancer will be prevented with the HPV vaccine.

Pap tests find cancer and pre-cancerous changes early. In a Pap test, your doctor gently scrapes some cells from the surface of your cervix. A lab looks at these cells under a microscope. Start getting Pap tests at age 21, or three years after you start having sex, whichever comes first. Talk to your doctor about how often you should get tested.

Most cervical cancers are caused by the human papillomavirus (HPV). HPV is very common. You get it from unprotected sex. Your doctor may test you for HPV infection. Now, there's a vaccine for HPV. It works best when given to boys and girls well before they become sexually active.

3 TIPS FOR MORE ACCURATE PAP TESTS

- 1 Try not to schedule your appointment for a time when you have your period.
- 2 Do not have sex for 48 hours before your appointment.
- 3 Do not douche or use tampons or vaginal creams 48 hours before your appointment.

▼ ABOUT YOUR PLAN

WE CARE

UnitedHealthcare provides care management. It helps members with special needs. There are programs for people with the following conditions:

- asthma
- congestive heart disease
- diabetes
- hemophilia
- hypertension
- obesity
- organ transplants

Care managers work with the health plan and outside agencies. They help members get the special services and care they need.



HELP IS HERE If you have special needs, you may be able to get care management. Call 1-877-743-8731 (TTY 711) to find out more about it.



by the book

CHECK OUT YOUR MEMBER HANDBOOK

Have you read your member handbook? It is a great source of information. It tells you how to use your plan.

It explains:

- your member rights and responsibilities.
- where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care.
- the benefits and services you have.
- the benefits and services you don't have (exclusions).
- how to find out about participating providers.
- how your prescription drug benefits work.
- your copayments or other ways you pay for your health care.
- what to do if you need care when you are out of town.
- when and how you can get care from an out-of-network provider.
- if, when and how you may need to submit a claim.
- how to voice a complaint or appeal a coverage decision.
- how your plan decides what new technologies are covered.
- how to request an interpreter or get other help with language or translation.



GET SMART You can read the member handbook online at www.unitedhealthcare-mississippi.com. Or, call 1-877-743-8731 (TTY 711) to have a copy of the handbook mailed to you.





NurseLineSM

HELPING YOU MAKE HEALTH CARE DECISIONS

Coping with health concerns can be hard. With so many choices, it can be hard to know where to look for trusted information and support. That's why we offer NurseLine services. They can give you peace of mind with:

- answers to your health questions any time, from anywhere, 24 hours a day.
- access to caring registered nurses.
- trusted information to guide your health care decisions.

When you call, a caring nurse can help you:

CHOOSE THE RIGHT MEDICAL CARE.

- Understand a wide range of symptoms.
- Decide if the emergency room, a doctor visit or self-care is right for your needs.

FIND A DOCTOR OR HOSPITAL.

- Find doctors or hospitals that meet your needs and wants.
- Find an urgent care center and other health resources.

UNDERSTAND TREATMENT OPTIONS.

- Learn more about a diagnosis.
- Learn about the risks, benefits and possible outcomes of your treatment options.

ACHIEVE A HEALTHFUL LIFESTYLE.

- Get tips on how nutrition and exercise can help you maintain a healthful weight.
- Learn about important health screenings and immunizations.

ASK MEDICATION QUESTIONS.

- Find out how to save money on prescriptions.
- Learn how to take medication safely and avoid interactions.

 **HELLO NURSE** Call NurseLine at 1-877-370-4009 (TTY 711) any time for health information and support. It's free.

positively

WOMEN WITH HIV CAN HAVE HEALTHY BABIES

Without treatment, one out of four pregnant women with HIV will give the virus to their babies. HIV is the virus that causes AIDS. Fortunately, there is a treatment that works very well. Pregnant women who take certain drugs only have a 2 percent chance of giving their babies HIV. The drugs are called antiretrovirals.

Babies take the drugs for a short time after they are born. Also, it's important for women with HIV to not breastfeed their babies. This treatment has reduced the number of babies born with HIV. Today, fewer than 150 babies are born with HIV in the United States each year.



 **TEXT4BABY** Pregnant? Have a new baby? You can get free text messages about your baby's health and development on your cell phone. To get messages in English, text **BABY** to 511411. To get the messages in Spanish, text **BEBE** to 511411. Or, register at www.text4baby.org.



WHERE TO
recertify

DÓNDE SE PUEDE RECERTIFICAR



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 or MississippiCAN.

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

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.

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
603 Leigh Drive
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
160 Hwy 12 W
Kosciusko, MS 39090
662-289-4477

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