



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



HEALTH ON TIME

You need to renew or recertify your child's Mississippi CHIP coverage every year. The Mississippi Division of Medicaid (DOM) will send you a letter when it is time for you to come in for your annual review. If you don't recertify, your child will lose his or her medical benefits.



Questions? Call your Regional Medicaid Office or call the DOM toll-free at **1-866-635-1347**.



Flu fighters

Arm your family against the flu.

Fall has arrived — and so has flu season. The fever, muscle aches and other flu symptoms aren't just uncomfortable for you and your child. The flu can mean serious complications, especially for young children.

Protect your family. Make sure everyone gets the new flu vaccine every year. The U.S. Centers for Disease Control and Prevention recommends the yearly vaccine for everyone age 6 months and older. It can lower the risk of complications. It can prevent time off from school and work. Ask your pediatrician to let you know when this season's vaccine is available.



Don't wait! Talk to your child's doctor about the new flu vaccine. Need to find a new doctor for your child? See the provider directory at **www.uhccommunityplan.com** or call member services at **1-800-992-9940 (TTY 711)**.



3 REASONS TEENS NEED CHECKUPS

1. IMMUNIZATIONS:

Teenagers need shots for meningitis, whooping cough and HPV. Some teens need to catch up on shots they missed as children.

2. PUBERTY: The doctor will make sure your teen is developing well. Your teen can ask questions about changes in his or her body.

3. EDUCATION: The doctor will talk to your teen about important issues like safety, sexual health, and avoiding violence, drugs and alcohol.

Your teen should feel comfortable with his or her doctor. Some teenagers prefer a doctor who is the same sex as them. Sometimes, the pediatrician who was great with your young child is not a good fit for your teen. Change doctors if you need to.



Time for a new doctor?

See the provider directory at www.uhcommunityplanning.com or call member services at 1-800-992-9940 (TTY 711).



Fighting the blues

Children and teens can get depression.

It's normal for children to feel sad sometimes. Teenagers can be moody and sullen. Most of the time, these feelings go away. But for some kids, they don't. This could mean depression.

Depression is a medical problem. It is nothing to be ashamed of. More than 20 million Americans have it. Some signs your child could be depressed include:

- a sad mood that doesn't go away.
- not wanting to do things he or she once enjoyed.
- eating much more or less than he or she used to.
- trouble sleeping or sleeping too much.
- lack of energy.
- a hard time thinking.
- thinking about death or suicide.

1 out of 8 teens are depressed.

Depression can be treated. Medication can help. So can therapy. Your child can also try lifestyle changes. Exercising, getting enough sleep and eating healthy may improve your child's mood.



Get treatment. If your child has symptoms of depression most of the time for more than a few weeks, talk to your child's doctor. You can also find a mental health provider by calling United Behavioral Health at **1-800-992-9940**.

Question & answer

Q. How can I keep my child safe in a car?

A. Children should ride in the back seat from birth until they are 13 years old. A new guideline says babies should ride in rear-facing car seats until about age 2. Then, children should ride in front-facing car seats with harness straps until they outgrow the seat's size limits. (This can range from 40 to 80 pounds.) The new guidelines also say to keep children in booster seats until they are 4 feet, 9 inches tall, which happens sometime after age 10. Older children should always use seat belts.



MyPlate

The food pyramid is no more. MyPlate has replaced it. The new system is simpler. It divides the plate into four sections with one side dish.

1. FRUITS AND VEGETABLES:

They should make up half your plate. Choose a variety of each. They can be fresh, frozen or canned. 100 percent juice is okay, too.

2. GRAINS: Eat a variety of grains, like bread, pasta, rice or oatmeal. At least half of these should be whole grains.

3. PROTEIN: Choose lean proteins most often, like fish or skinless chicken. Add protein from vegetable sources, like beans or soy.

4. DAIRY: Low-fat or fat-free milk, cheese and yogurt are also part of a healthy diet.



Set the table. Learn how to make the best choices in each food group. Find out how many servings of each food group you need. Visit www.choosemyplate.gov.



Beat the bullies

5 tips for talking about bullying.

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.stopbullying.gov. This website has videos and information for kids, parents and teachers.

Appealing

Do you have a problem with your health plan? UnitedHealthcare Community Plan wants to know. We have procedures in place. They say how we help members with complaints, grievances and appeals.

- A complaint is when you tell us you have a problem with the plan. You can tell us verbally or in writing.
- A grievance is when you tell us you are dissatisfied with a provider, the plan or a benefit.
- An appeal is when you ask us to change a decision about your coverage.



Here's how. See your Member Handbook to learn more about complaints, grievances or appeals. It's available on our website at www.uhccommunityplan.com. You can also call member services at **1-800-992-9940 (TTY 711)** to ask for a copy.



We care about quality

Programs help you get the care and services you need.

UnitedHealthcare Community Plan's Quality Improvement program works to give our members better care and services. Each year UHC Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2010, we improved the number of screenings our members had for cervical cancer. We also saw more of our members get follow-up visits after they were in the hospital for a mental illness. For 2011, we have been working to improve the number of members who get preventive care. This includes childhood immunizations, well baby visits, and breast and cervical cancer screenings. We also have been working on having more members get other care when needed. This includes prenatal and post-partum visits and asthma and diabetes treatment.

We also conduct member surveys so we can see how well we are meeting our member's needs. Our 2010 surveys showed that most of our members rate the health care they receive above national averages. Based on member feedback, we have been working to improve our customer service center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-800-992-9940 (TTY 711)**.

Who to call

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-800-992-9940 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-410-0184 (TTY 711)

United Behavioral Health Get help for mental health or substance abuse problems.
1-800-992-9940 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
www.uhccommunityplan.com

