



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



IN THIS ISSUE

Well-baby visits	Page 1
Privacy policy	Page 2
Childhood obesity	Page 2
Avoiding the emergency room	Page 3
Member survey	Page 3
Childhood asthma	Page 4

Grow up strong

Babies need frequent checkups.

By age 2, your child should have 10 well-baby visits. Well-baby visits make sure your baby is healthy. They are also a good time to ask questions. Well-baby visits include:

- **GROWTH CHECKS:** Your child will be weighed and measured.
- **TESTS:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **SHOTS:** By age 2, your child will get shots for 14 diseases.



Need help? Are you having a hard time getting appointments with your child's doctor? Do you need a ride to medical visits? We can help. Call Member Services toll-free at **1-800-992-9940 (TTY 711)**.

Your privacy

How we protect your information

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

We protect oral, written and electronic PHI and FI throughout our business. We have rules that tell us how we can keep your PHI and FI safe. We don't want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI carefully. We have policies that explain:

- how we may use PHI and FI.
- when we may share PHI and FI with others.
- what rights you have to your PHI and FI.



It's no secret. You may read our privacy policy in your Member Handbook. It's online at UHCCommunityPlan.com. You may also call Member Services at **1-800-992-9940 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

Ask Dr. Health E. Hound

Q. How can I tell if my child is a healthy weight?

A. Ask the doctor to check your child's body mass index (BMI) every year. BMI is calculated using your child's height and weight. The doctor can also tell you your child's BMI-for-age percentile. This number shows how your child compares to other children of his or her age and sex. These numbers tell you if your child's weight is healthy.

Looking at BMI each year tells you if your child is at risk for obesity. Because your child is growing quickly, a single reading doesn't give a complete picture. A good BMI over time can lead to long-term health and a healthy weight as an adult.



Find Dr. Right. Need to find a new doctor for your child? Use our provider directory at UHCCommunityPlan.com. Or, call Member Services at **1-800-992-9940 (TTY 711)**.



Know your options

How you can avoid the emergency room

When your child is sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help your child be seen faster.

WHEN CAN THE PRIMARY CARE PROVIDER (PCP) TREAT YOUR CHILD?

For most illnesses and injuries, your child's PCP's office should be the first place you call. You might get an appointment for later that day. You may be given advice for caring for your child. Your doctor could call in a prescription to the drugstore. You can even call at night or on weekends.

WHEN SHOULD YOU TAKE YOUR CHILD TO URGENT CARE?

If you cannot get in to see your doctor, you could go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

WHEN SHOULD YOU TAKE YOUR CHILD TO THE EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your child's illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.



Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for medical problems. The nurse can help you decide the best place to get care for your child's illness or injury. Call NurseLine 24/7 at **1-877-410-0184 (TTY 711)**.

One in five children has visited a hospital emergency room in the past 12 months.



WHAT DO YOU THINK?

You may get a survey from us in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. We want to know what you think of the service we provide. Your opinion helps us make your health plan better.



A is for Asthma™

Tips for understanding your child's asthma

UnitedHealthcare and Sesame Workshop, the nonprofit organization behind *Sesame Street*, have teamed up to create *A is for Asthma*. This program helps families manage their children's asthma.

You and your child are not alone in managing his or her asthma. Your asthma team is there to help! Check out these simple tips to stay connected with your doctor.

- Take your child for regular checkups.
- Write down any questions you and your child have and bring them along to each doctor visit.
- Talk with your doctor to make sure you understand any medications your child needs. Your doctor might want him or her to use controller medications every day to control symptoms.
- Your child might also need rescue medications to help quickly if he or she has an attack. Make sure your child carries them when leaving the house.
- Let your doctor know right away if your child's condition changes.



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Get resources.

Download and print "My Asthma Profile" at sesamestreet.org/asthma. Fill out the sheet and give a copy to anyone who takes care of your child.



Resource corner

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)

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.
UHCCommunityPlan.com

National Dating Abuse Helpline
Teens can ask questions and talk to a teen or adult. **1-866-331-9474**

Donde se puede recertificar

WINTER 2013



Where to recertify



INVIERNO 2013

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 Mississippi CHIP.

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



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
211 N. Chrisman Ave.
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 Dr.
Columbus, MS 39705
662-329-2190

CORINTH

Alcorn, Prentiss, Tishomingo
2619 S. 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
545 J.M. Ash Dr.
Holly Springs, MS 38635
662-252-3439

JACKSON

Hinds, Madison
5360 I-55 N.
Jackson, MS 39211
601-978-2399

KOSCIUSKO

Attala, Choctaw, Leake
160 Highway 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 Highway 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

PEARL

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

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
3401 Halls Ferry Rd., Ste. 1
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