



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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MississippiCAN

Workshops for members

The Mississippi Division of Medicaid is teaming up with UnitedHealthcare to hold MississippiCAN workshops for members throughout the state. These workshops teach members about the Medicaid expansion and answer members' questions. The expansion includes new services. Plus, more families may now qualify for MississippiCAN.



Join us. Attend a workshop in your area. Find out where and when they are being held by calling **1-877-743-8731** or visiting **medicaid.ms.gov**.

We care about quality

Each year, UnitedHealthcare Community Plans report how well we are providing health care services. Many of the things we report on are major public health issues.

In 2011, we saw increases in the number of adult members who had their body mass index (BMI) screened for obesity. More members also had follow-up visits following hospitalizations for mental illness and diabetic HbA1c and LDL testing. For 2012, we want to improve the number of well visits children aged 3–6 get and the number of timely prenatal and postpartum visits our members have. We also want more members with asthma to use the right medications.

We also conduct member surveys so we can see how well we are meeting our members' needs. Our 2011 surveys showed improvement in how our members rate their personal doctors, the specialists that they see most often and their overall health care. Our members told us that they want it to be easy to get approvals for tests and treatments. In 2012, we are improving processes in our prior authorization center.



Get it all. If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call **1-877-743-8731 (TTY 711)**.



Know the risks

Lower breast cancer risk with a healthy lifestyle.

Breast cancer is the second most common form of cancer among U.S. women. There are many risk factors linked to breast cancer. Most of these factors are out of your control. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for women over 40 to get a mammogram each year. This specialized breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught right away. Talk to your doctor about your risk of getting breast cancer. Make a plan for a breast cancer screening.



Janet's Law. This law says that health plans must pay for reconstruction for women who have breast cancer surgery. Do you have questions about your benefits for breast cancer detection and treatment? Call Member Services at **1-877-743-8731 (TTY 711)**.



Farm to fork

The Farm to Fork program helped UnitedHealthcare Community Plan members eat better this summer. Members could show their ID cards every Wednesday to get a bag of free farm-fresh produce. Non-members could get the fruit and vegetables for just \$5. Many members enjoyed adding fresh, free produce to their diets.



Try it next summer. The Farm to Fork program will be repeated in summer 2013 in Belzoni, Clarksdale and Jackson. Keep an eye out for information about the program.

Fraud and abuse

If you see something, say something.

Most Medicaid members and providers are honest. But even a few dishonest people can cause big problems. If you think fraud or abuse is taking place, you must tell someone. You don't need to give your name.

FRAUD AND ABUSE BY MEMBERS INCLUDES:

- letting someone else use your plan or state Medicaid card or number.
- selling or giving your prescription medicine to anyone else.
- not being truthful about your health, where you live or your income.

FRAUD AND ABUSE BY PROVIDERS INCLUDES:

- billing for services that were never given.
- billing twice for the same service.
- ordering tests or services you don't need.

TWO WAYS TO REPORT FRAUD AND ABUSE:

- Call the fraud hotline at **1-866-242-7727 (TTY 711)**.
- Or call Member Services at **1-877-743-8731 (TTY 711)**.



OK your EOB. We may send you an explanation of benefits (EOB). It lists the health care services you had. If you get an EOB, read it. If you did not receive a service in the EOB, call Member Services at **1-877-743-8731 (TTY 711)**.



Ask Dr. Health E. Hound

Q. How can I protect my family from the flu?

A. The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Healthy people between the ages of 2 and 49 who are not pregnant can get a nasal spray instead of a shot.

Every member of your family can also do things to keep from being exposed to the flu virus:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink plenty of water and get enough sleep.



ALL IN THE TIMING

When you call to make a medical appointment for your child, tell the office why he or she needs to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- Emergency: immediately
- Urgent care: within one day/24 hours
- Routine care: within one week/7 days
- Preventive/Well child care: within one month



Need help? If you are having trouble getting an appointment with your provider, let us know.

We may be able to help. Call Member Services at **1-877-743-8731 (TTY 711)**.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-877-743-8731 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-370-4009 (TTY 711)

State Smoking Quitline Get support to quit smoking.
1-800-QUITNOW (1-800-784-8669)

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

National Domestic Violence Hotline Get help for domestic abuse.
1-800-799-7233
(TTY 1-800-787-3224)

Our website Use our provider directory or read your member handbook.
UHCCcommunityPlan.com



Healthy First Steps

Get support for a healthy pregnancy and beyond.

Whether you're expecting your first baby or your third, Healthy First Steps can help. Get personal support to stay healthy before, during and after pregnancy. While you're pregnant, your personal nurse can help you:

- find ways to reduce tobacco, alcohol and drug use.
- eat well.
- exercise safely.
- prepare for labor.

Your support doesn't end after you have your baby. Your nurse can help you for up to six weeks after delivery to:

- get postpartum care (and make your appointment).
- choose a doctor for your baby.
- find local resources such as Women, Infants and Children (WIC).

BABY TIME?

Call your provider's office the day you come home from the hospital. Make an appointment for a postpartum visit. Ask to be seen in 4–6 weeks. If you had a C-section, you'll need two visits — one at 1–2 weeks and one at 4–6 weeks.



Expecting? For a happy and healthy pregnancy, enroll in Healthy First Steps today. Call **1-800-599-5985 (TTY 711)** Monday–Friday, 8 a.m.–5 p.m. Central time. There's no extra cost to you.

Dónde se puede recertificar



Where to recertify

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 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
545 J.M. Ash Dr.
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 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,
Oktoberfest, 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