



THE KEY TO A GOOD LIFE IS A GREAT PLAN

Health TALK



WHAT DO YOU THINK?

In a few weeks, you may get a survey 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. Your opinion helps us make the health plan better.

Proud partners

Have you watched *Sesame Street* with your child recently? If so, you may have noticed messages from UnitedHealthcare before and after the show. These fun, rhyming segments offer tips for good health. UnitedHealthcare is proud to partner with Sesame Workshop to offer a number of health-related resources to you and your family. Our programs include:

- *Food for Thought: Eating Well on a Budget:* Helps families make affordable, healthy food choices
- *We Have the Moves:* Provides tips on being more active
- *A is for Asthma:* Teaches families how to manage asthma
- *Lead Away!:* Offers information on avoiding lead poisoning



Check it out. Find helpful information and fun activities. Visit sesamestreet.org/healthyhabits.



Partners in Healthy Habits for Life

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United Health Group

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



Know your drug benefits

As a UnitedHealthcare Community Plan member, you have benefits for prescription drugs. Do you know where you can get more information about them? Visit our website to learn about:

1. WHAT DRUGS ARE ON OUR FORMULARY.

This is a list of covered drugs. You are encouraged to use generic drugs when possible.

2. HOW TO GET YOUR PRESCRIPTIONS FILLED.

There are more than 65,000 network pharmacies nationwide. You can find one near you that accepts your plan. You may also be able to get certain drugs by mail.

3. RULES THAT MAY APPLY. Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look here. Visit our member portal at [UHCCommunityPlan.com](https://www.uhccommunityplan.com) to learn about your drug benefits. Or, call Member Services toll-free at **1-877-743-8731 (TTY 711)**.

Your privacy

How we protect your information

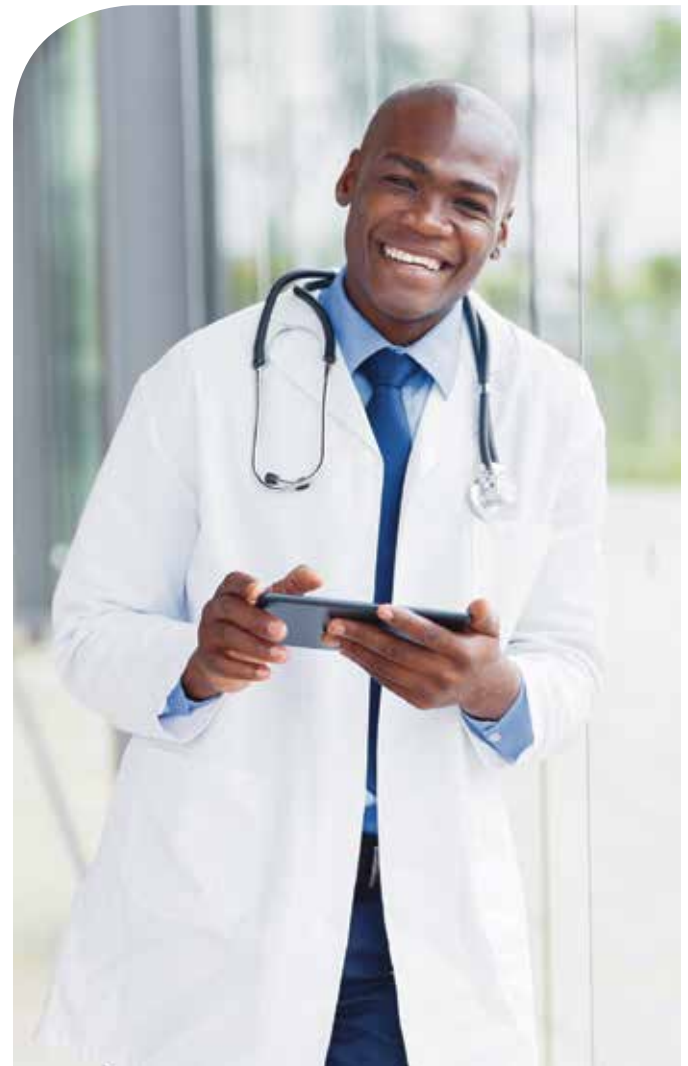
We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.

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](https://www.uhccommunityplan.com). You may also call Member Services toll-free at **1-877-743-8731 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.



Know your options

How you can avoid the emergency room

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

WHEN CAN YOUR PRIMARY CARE PROVIDER (PCP) TREAT YOU?

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

WHEN SHOULD YOU GO 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 GO TO A HOSPITAL EMERGENCY ROOM?

Emergency rooms are for major medical emergencies only. Go there only when you think your 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. The nurse can help you decide the best place to get care. Call NurseLine 24/7 at **1-877-370-4009 (TTY 711)**.

Just have a ball

UnitedHealthcare Community Plan has joined The Partnership for a Healthy Mississippi and Subway Restaurants to support the Just Have a Ball program. The program started in 2010. It aims to increase physical activity and reduce childhood obesity in Mississippi.

The health plan's support will allow 24 schools in 22 counties across the state to have a Just Have a Ball visit. The 30-minute assembly talks about healthy eating and exercise. It also has a fun demonstration of ways to exercise with a ball and other sports equipment.

Students get a playground ball of their own to take home. Donations to the partnership by Subway and UnitedHealthcare Community Plan of Mississippi paid for the balls.

With red rubber playground balls and a wealth of knowledge on health and wellness, nearly 6,000 kids will play their way toward a healthier lifestyle.



Play ball! Want to know if we will be having a ball at your child's school? Visit **JustHaveaBall.org** for a complete schedule, photos and more information about this great program.



JUST HAVE A BALL

A program of The Partnership for a Healthy Mississippi



Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-877-743-8731 (TTY 711)

NurseLine Get 24/7 health advice from a nurse (toll-free).

1-877-370-4009 (TTY 711)

Healthy First Steps Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

1-800-599-5985 (TTY 711)

UHCBabyBlocks.com

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

UHCommunityPlan.com

National Domestic Violence

Hotline Get free, confidential help for domestic abuse (toll-free).

1-800-799-7233

(TTY 1-800-787-3224)

Smoking Quitline Get free help quitting smoking (toll-free).

1-800-QUIT-NOW (1-800-784-8669)



FACTS AT YOUR FINGERTIPS

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

- **PARENTS:** Find answers you can trust. Get doctor-approved advice without the medical mumbo-jumbo.
- **KIDS:** Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **TEENS:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.



Visit today. Visit us at home, school, the library or anywhere in between. For healthy facts at your fingertips, visit **UHCommunityPlan.com/MSkids** today.



Want us to share?

How to give permission

Do you want us to talk to your family member, caregiver or other trusted person about your health care? Just fill out an Authorization to Release Information form. This form gives UnitedHealthcare Community Plan permission to talk to this person about your care. You can choose the type of information that we can talk to this person about. And you can change your mind at any time.



Find it here. The form is available at **UHCommunityPlan.com**. You can also call Member Services at **1-877-743-8731 (TTY 711)** to ask us to mail or email you a copy of the form.