



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## Generics save money



Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Member Services toll-free at **1-800-992-9940, TTY 711**.

## Fight the flu

### Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. The flu can affect people differently. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

**Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me™** app to find a location near you.



# Top quality

## Our quality improvement results

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services. Each year we report how well we are doing.

Last year, one of our goals was to increase the number of members who had dental checkups. We sent members information about how important it is to have regular dental checkups. We found that in many areas, more of our members did go for dental checkups.

Another goal we had was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings
- Vaccinations
- Physical exams

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.



**Get it all.** Want more information on our Quality program? Call Member Services toll-free at **1-800-992-9940, TTY 711.**



## Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency



### Check it out.

To find a new PCP, visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call us toll-free at **1-800-992-9940, TTY 711.**

# It's open enrollment time

## A message from the CEO

As a mom of three children, I know nothing is more important than your family. They're important to us, too. We provide benefits and services to thousands of families in Mississippi.


Open enrollment begins October 1. To continue to receive your family's current medical benefits and services from UnitedHealthcare Community Plan, just call the Mississippi Division of Medicaid at **1-800-421-2408**. Ask to keep UnitedHealthcare Community Plan.

Thank you for being a part of the UnitedHealthcare family; the healthy choice for Mississippi families.

With warmest regards,

**Jocelyn Chisholm Carter, CEO/President**



 **Questions?** Learn more about the benefits and services we provide to your family. Call Member Services at **1-800-992-9940, TTY 711**.




## Health equity

We receive data about you. This data may include your race, ethnicity, and the language you speak. We use this data to help us understand your health care needs. We may use it to improve the services we provide by:

- Finding disparities in care
- Providing services in other languages
- Creating programs that meet your needs
- Sharing your language with your health care providers

We do not use this data to deny coverage or limit benefits. We take this information seriously. We have safety measures in place. We limit who can enter our work sites. We limit who can see your information.

We require passwords to access our computers.

 **Learn more.** Want more information on our health equity programs? Visit [uhc.com/about-us/health-equity](http://uhc.com/about-us/health-equity). You may also call Member Services toll-free at **1-800-992-9940, TTY 711**, for more information.



## Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.

We can help your teen choose the right provider. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call Member Services toll-free at **1-800-992-9940, TTY 711**.



# Back-to-school word search



## Resource corner

**Member Services** Find a doctor, ask benefit questions, or voice a complaint, in any language (toll-free).  
**1-800-992-9940, TTY 711**

**Our website and app** Find a provider, read your Member Handbook, or see your ID card, wherever you are.  
[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)<sup>™</sup>

**NurseLine**<sup>SM</sup> Get 24/7 health advice from a nurse (toll-free).  
**1-877-410-0184, TTY 711**

**MyHealthLine**<sup>™</sup> If you qualify, you can get a smartphone and a monthly service plan at no cost.  
[UHCmyHealthLine.com](http://UHCmyHealthLine.com)

**Text4baby** Get FREE text messages on your cell phone each week to match your stage of pregnancy. Sign up by **texting the word BABY or BEBE to 511411**. Then enter the participant code HFS.

**Healthy First Steps**<sup>®</sup> Get support throughout your pregnancy.  
**1-800-599-5985, TTY 711**

**Baby Blocks**<sup>™</sup> Get rewards for timely prenatal and well-baby care.  
[UHCBabyBlocks.com](http://UHCBabyBlocks.com)

**KidsHealth**<sup>®</sup> Get reliable information on health topics for and about kids.  
[UHC.com/MSkids](http://UHC.com/MSkids)

BACKPACK

LEARN

BOOKS

PENCIL

CLASS

PLAYGROUND

FRIENDS

TEACHER

J	A	X	U	P	D	J	D	N	P
Q	H	I	E	G	A	T	L	L	R
S	K	C	A	P	K	C	A	B	E
C	D	S	L	D	E	Y	L	L	H
D	M	N	N	A	G	T	I	E	C
Q	C	L	E	R	S	C	U	A	A
H	D	Q	O	I	N	S	J	R	E
I	E	U	O	E	R	X	X	N	T
Z	N	U	P	Q	A	F	W	L	S
D	B	O	O	K	S	T	Z	I	U