



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. Or call Member Services toll-free at **1-877-743-8731, 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. 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 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 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 **1-877-743-8731, 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 **1-877-743-8731, TTY 711.**

It's open enrollment time

A message from the CEO

As a mom, my main goal is to make sure that my family is happy and healthy. I'm also the CEO of UnitedHealthcare Community Plan. Here, my goal is to make sure that thousands of families across the state get the right care, at the right place, and at the right time.

Open enrollment begins October 1. Make sure your family will keep getting your current benefits and services. Just call the Mississippi Division of Medicaid at **1-800-421-2408**. Ask to choose UnitedHealthcare Community Plan.

Your family is important to us. Together, we can make sure your family continues to receive the health coverage you need to lead healthier lives. 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? Want more information on our health benefits? Visit our website at UHCCommunityPlan.com. Or call Member Services at **1-877-743-8731, 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. You may also call Member Services toll-free at **1-877-743-8731, 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 or use the **Health4Me** app. Or call Member Services toll-free at **1-877-743-8731, TTY 711**.



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

Our website and app Find a provider, read your Member Handbook, or see your ID card, wherever you are.

myuhc.com/CommunityPlan
Health4Me™

NurseLineSM Get 24/7 health advice from a nurse (toll-free).
1-877-370-4009, TTY 711

MyHealthLine™ If you qualify, you can get a smartphone and a monthly service plan at no cost.
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® Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby Blocks™ Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth® Get reliable information on health topics for and about kids.
UHC.com/MSkids

Healthy First Steps

Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy



Join now! We'll send a welcome packet with a special gift.

Just call **1-800-599-5985, TTY 711**. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at **UHCBabyBlocks.com** and get a \$20 gift card.