



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



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.

Meet Missy

Your virtual assistant

UHCCommunityPlan.com is now even easier to use. There is now a 3D virtual assistant, or avatar, to help guide you through the site. Her name is Missy. She will welcome you to the site. She can help you find the information you need to make smart decisions about using your benefits. Missy can even direct you to information on the secure member portal, **myuhc.com/CommunityPlan**.



PRSRST STD U.S. Postage
PAID
United Health Group

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

STDs can be silent

Many sexually transmitted diseases (STDs) have no signs or symptoms. You can't see if your partner has one. You may not know you have one, and then pass it to your partner. Some STDs can be cured. However, if not treated, they can cause permanent damage.

You can get an STD from any intimate contact. The only way to prevent STDs is to not have skin-to-skin contact. But there are other things you can do to keep from spreading STDs, such as:

- Use a latex condom every time you have sexual contact of any kind.
- Limit the number of sexual partners you have.
- Tell your health care provider about your sexual activity. Be honest.
- Get tested. There are tests for most STDs. For example, sexually active women aged 25 and under should get tested for chlamydia each year.



Find Dr. Right. See your primary care provider for STD counseling and testing. Need a new PCP? Visit myUHC.com/CommunityPlan or use the **Health4Me™** app. Or call Member Services toll-free at **1-877-743-8731, TTY 711**.

Ask Dr. Health E. Hound

Q: Why does my child need to be tested for lead?

A: Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones, or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.



Questions? Just call **1-877-743-8731, TTY 711**, toll-free.




Learn more. Read about lead poisoning and other children's health topics at UHCCommunityPlan.com/MSkids.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when, and how to get primary, after-hours, behavioral health, specialty, hospital, and emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to request an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse

 **Get it all.** You can read the Member Handbook online at myuhc.com/CommunityPlan. Or call Member Services toll-free at **1-877-743-8731**, **TTY 711**, to request a copy of the handbook.



Spring is here!

Coping with seasonal allergies and asthma

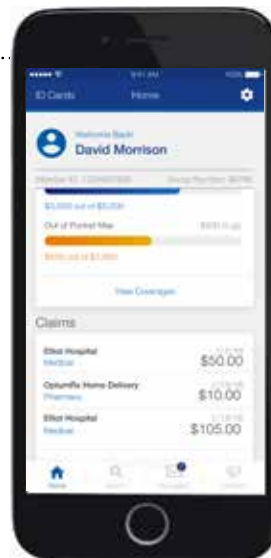
When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden, or exercise outdoors,** enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **After spending time outdoors,** shower and change your clothes. This keeps pollen off your furniture and bedding.
- **Keep windows closed** in your home and car when possible.
- **Take your medicine.** If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider's orders for treating other allergy symptoms.

Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.

Health4Me has many of the same features as your secure member website, myuhc.com/CommunityPlan. You can pull up your digital member ID card, search for network doctors and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.



Don't wait.

Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play.



We're here to help

A deadly tornado damaged or destroyed 480 homes in Forrest, Lamar, and Perry counties this January. These counties are home to more than 13,000 UnitedHealthcare Community Plan Members. Employees of the plan came together to help those affected by the storm.

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

United Behavioral Health Get help with mental health or substance use problems (toll-free).
1-800-404-6789, TTY 711

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

QuitLine Get free help quitting smoking (toll-free).
1-800-QUIT-NOW, TTY 711
smokefree.gov

National Domestic Violence Hotline Get 24/7 support, resources, and advice for your safety (toll-free).
1-800-799-SAFE, TTY 1-800-787-3224
thehotline.org



Farm to Fork

Farm to Fork is back for another summer. The program will again provide free vegetables to UnitedHealthcare Community Plan members from May through the end of September. Simply show up at one of several distribution locations with your member ID card and go home with a bag of free farm-fresh produce.



Where's my farm? Call Member Services at **1-877-743-8731, TTY 711**, toll-free or visit **myuhc.com/CommunityPlan** to find a Farm to Fork location near you.