



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.



## Take care


You can avoid the emergency room.

When your child is sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help your child get better, faster care.

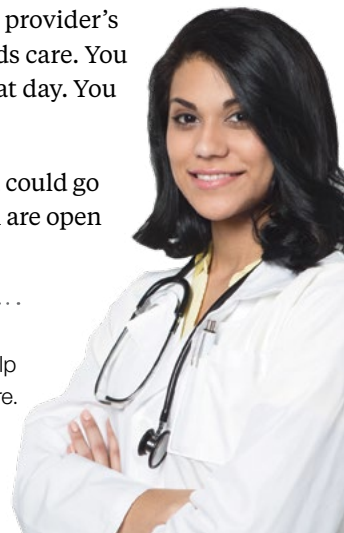
Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your child's illness or injury could result in death or disability if not treated right away.

Instead, call your child's primary care provider's (PCP's) office first when he or she needs care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see the PCP, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care.

Call NurseLine 24/7 at **1-877-410-0184 (TTY 711)**.



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UnitedHealthcare Community Plan  
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## Color you calm

Coloring books for adults, teens, and older children are topping the best-seller lists. The reason is simple: Coloring is relaxing. It can help relieve stress. Experts say there are a couple reasons why this works.

One is that it's a quiet, focused, repetitive activity. It can help you "switch off" your thoughts while you are doing it. It can even be a kind of meditation, which reduces anxiety and promotes mindfulness.

The second is that it helps anyone create art, regardless of his or her skill. Art therapists have long known the healing power of art.

Coloring pages can be printed for free or low cost online. Coloring books are available in most bookstores. Pick up some colored pencils and give it a try.



**Need help?** Does your child suffer from anxiety or any other mental health issue? Treatment is available. Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call Member Services toll-free at **1-800-992-9940 (TTY 711)**. Ask to learn more about mental health benefits or find a provider.

## Wellness Rewards

UnitedHealthcare Community Plan piloted a wellness incentive program in the summer of 2016. It asked members ages 6–15 to get their missing wellness exams. Members who told the health plan they had a wellness exam got a free \$25 Mastercard Reward card. They also were entered into a drawing for special prizes. These included a television, Beats headphones, an Xbox gaming system, and an iPad Mini. At the end of the third quarter, winners were randomly chosen. The winners are:

- Desirae Johnson, Vicksburg, Miss.
- Madeline Bodry, Eupora, Miss.
- Fisher DeCamp, Bay St. Louis, Miss.
- Jaylon Harris, Itta Bena, Miss.



## Survey results

### Making the numbers work for you

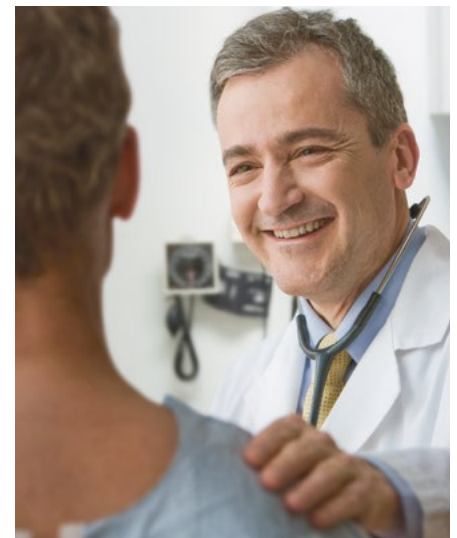
The UnitedHealthcare Community Plan of Mississippi performs the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey every year. It asks members how they like the Mississippi Children's Health Insurance Program (MSCHIP).

In 2016, large improvements were seen in the following areas:

- rating of the health plan, health care, and personal doctor
- customer service
- getting needed care and getting it quickly

Overall, almost nine out of 10 members gave the health plan an overall score of 8, 9, or 10 on a 0 to 10 scale.

This coming year, we will keep reviewing the CAHPS results. We will see how they can be used to make more improvements. Together, we can make health care better for families across our state.



# Crush the can



## A simple way to reduce childhood obesity

Did you know there is one simple thing you can do to reduce the risk of childhood obesity? Cut out sugary drinks. These include not just soda, but also fruit drinks, lemonade, sports drinks, and energy drinks. Sugary drinks are the main source of added sugar in children's diets.

Drinks high in sugar cause more weight gain than similar foods do. Kids who drink a lot of sugar also:

- **Drink less milk.** This can cause weak bones because kids don't get enough calcium.
- **Get more cavities.** Liquid sugar gets between teeth where it is harder to brush.
- **Have a higher risk for diabetes.** A study showed that kids who cut out just one can of soda a day had better blood sugar and insulin levels.


 **Visit KidsHealth.** Learn more about childhood obesity. Find out how you can reduce the risk of type 2 diabetes in your child. Visit [UHCCommunityPlan.com/MSkids](http://UHCCommunityPlan.com/MSkids) for information on these topics and much more.



## Baby teeth

When should you start taking care of your baby's teeth? Before he or she has any! Here's a timeline for starting a lifelong habit of good dental care.

1. **Before teeth come in,** gently rub a clean, damp washcloth over your baby's gums from time to time.
2. **When first teeth come in,** brush with a dry, soft child's toothbrush or wipe with gauze once a day.
3. **When your baby turns 1 year old,** it's time for a visit to a dentist. Choose one who specializes in children.
4. **When most baby teeth are in,** ask the dentist about fluoride treatments.
5. **When your child is about 2 years old,** you can use a pea-sized amount of toothpaste. Help your child brush twice a day and floss regularly.
6. **When permanent teeth start coming in,** talk to the dentist about applying sealants.


 **Need a dentist?** Visit [myuhc.com/communityplan](http://myuhc.com/communityplan) or call **1-800-992-9940 (TTY 711)** to find a dentist who accepts your health plan.

## Your privacy is important

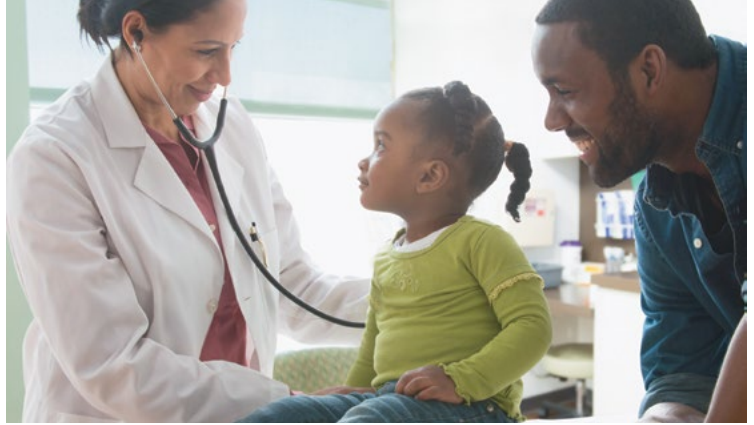
We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it 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 family's PHI and FI

 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You may also call Member Services toll-free at **1-800-992-9940 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





## Ask Dr. Health E. Hound

**Q: Why does my baby need to see the doctor so often?**

**A:** Babies grow and change quickly. That’s why it’s important for your baby to have regular visits with his or her primary care provider (PCP). By age 2, your child should have 10 well-baby visits. Under Medicaid, these well-baby visits are called Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).

Well-baby visits help the provider get to know you and your child. They make sure your baby is healthy. They are also a good time for you to ask questions. Well-baby visits include:

- **Growth checks:** Your child will be weighed and measured.
- **Tests:** Your child will get needed tests. This includes lead tests by ages 1 and 2.
- **Screenings:** Your child’s vision, hearing, and development will be checked.
- **Shots:** By age 2, your child will get shots for 14 diseases. Some vaccinations are given in combined shots. Most shots are needed more than once.



## 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 the Member Handbook, or see your child’s ID card, wherever you are.

**[myuhc.com/CommunityPlanHealth4Me](http://myuhc.com/CommunityPlanHealth4Me)**

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

**1-877-410-0184 (TTY 711)**

**United Behavioral Health** Get help with mental health or substance use problems (toll-free).

**1-800-992-9940 (TTY 711)**

**KidsHealth** Get reliable information on health topics for and about kids.

**[UHCommunityPlan.com/MSkids](http://UHCommunityPlan.com/MSkids)**

**National Dating Abuse Helpline** Teens can ask questions and talk to a teen or adult (toll-free).

**1-866-331-9474  
(TTY 1-866-331-8453)**

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

### When to go

Ages for well-baby visits are:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months



**Need a PCP?** You can change your child’s PCP at any time. Visit **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)** or use the **Health4Me** app to find a provider.

Or, call Member Services toll-free at **1-800-992-9940 (TTY 711)**.