



# 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.

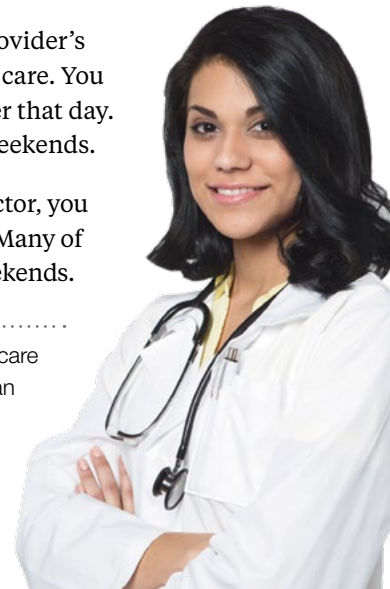
When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

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

Instead, call your primary care provider's (PCP's) office first when you need 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 your doctor, 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 **1-877-370-4009 (TTY 711)**.



United Health Group  
PAID  
FIRST CLASS U.S. POSTAGE

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



# Survey results

## Making the numbers work for you

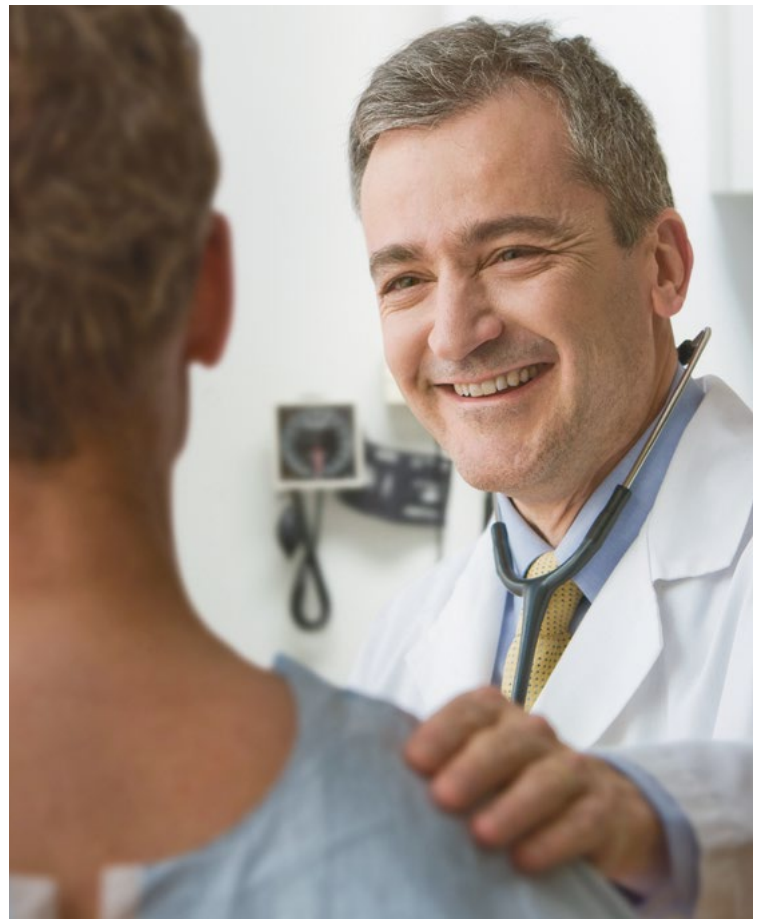
The UnitedHealthcare Community Plan of Mississippi performs the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey every year. It asks members how they like the Mississippi Coordinated Access Network (MSCAN) Program.

In 2016, large improvements were seen in the rating of health care and health promotion and education. There were also gains in the following areas:

- customer service
- getting care quickly
- rating of personal doctor and specialist
- doctor communication
- getting appointments with specialists

Overall, almost eight out of 10 consumers rated 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.



## 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.

# See here

## Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



**We can help.** If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Member Services toll-free at **1-877-743-8731 (TTY 711)**.



## 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 **1-877-743-8731 (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 **1-877-743-8731 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.







# Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



**Need a doc?** You can change your PCP at any time.

To find a new PCP, visit [myuhc.com/CommunityPlan](https://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](https://myuhc.com/CommunityPlan)  
**Health4Me**

**NurseLine** 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](https://UHCommunityPlan.com/MSkids)

**QuitLine** Get free help quitting smoking (toll-free).  
**1-800-QUIT-NOW (TTY 711)**  
[smokefree.gov](https://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](https://thehotline.org)

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