



# 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.



## Wait no more.

### Time to see your doctor?

As our member, we want you to get the right services at the right time, in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- **Emergency:** The same day.
- **Urgent PCP visit:** Within 24 hours.
- **Routine PCP visit:** Within 7 days.
- **Specialist visit:** Within 45 days.



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-877-743-8731, TTY 711.**

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# Meet Missy.

Your virtual assistant.

Hello, I'm Missy, a 3D virtual assistant for **UHCCommunityPlan.com**. I will be your guide throughout the site. I can help you find information about your benefits and answer any questions you might have. At UnitedHealthcare, we want to make things simple, clear and easy for you to understand. That is why you now have me, Missy. So come visit me at **UHCCommunityPlan.com**. I can even direct you to information on the secure member portal, **myuhc.com/CommunityPlan**.



## Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



### It's your best shot.

Learn more about vaccines for every member of your family at **CDC.gov/vaccines**.

## 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. Lead testing is part of the well-child visit at these ages. The test is done using a few drops of blood.



**Learn about lead.** Read all about lead poisoning and other kids health topics. Visit **UHC.com/MSkids**.



## Rest easy.

Flu season is in full swing. The flu virus spreads easily during the cooler months.

The flu often comes on suddenly. You will likely have a fever and feel achy and tired. The flu often causes a cough, a sore throat and a stuffy nose. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Take a fever reducer/pain reliever. Get plenty of rest. Drink lots of water. Stay home to keep from giving the flu to others.

The best way to prevent the flu is with an annual flu shot. It's not too late to get this season's vaccine. It's recommended for everyone ages 6 months and older. Ask your PCP about the flu shot.



**Know your provider.** See your primary care provider for a checkup before you get sick. Need to find a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call **1-877-743-8731, TTY 711**, toll-free.



## See here.

### Get a diabetic eye exam each year.

Diabetic retinopathy is a common complication of diabetes. High blood sugar 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 also are at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent vision loss.



**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 **1-877-743-8731, TTY 711**.



## Survey says.

At UnitedHealthcare Community Plan of Mississippi, we are always working towards excellence for our members. One way that we evaluate our health plan is with the Consumer Assessment of Healthcare Providers and System (CAHPS). This survey asks members to rate how we are doing. In 2017, we have seen improvements in many areas including:

- Customer service.
- Rating of the health plan.
- Rating of health care.
- Rating of personal doctor and specialists.
- Coordination of care.
- Getting needed care.

Every year, we review all of the CAHPS results. We work to make improvements for our members. As we move forward into 2018, we look forward to making health care better for families all over Mississippi.



## 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](http://myuhc.com/CommunityPlan)**  
**Health4Me™**

**NurseLine<sup>SM</sup>:** Get 24/7 health advice from a nurse (toll-free).  
**1-877-370-4009, TTY 711**

**MyHealthLine<sup>TM</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>TM</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)**

# Healthcare 101.

## Family-centered care and medical home.

Communication with your child’s doctors is important. Family-centered care and a medical home can help.

Family-centered care includes families in the shared decision-making process. It makes sure that health care meets the emotional, mental and physical needs of children and their families.

A medical home is a partnership between the family and the providers who treat their child. Primary, specialty and subspecialty doctors are included. It promotes shared decision-making between all providers and the family. A medical home helps everyone involved be better informed.

“Having a medical home for our children provides a level of comfort and trust. It helps every parent breathe a little easier,” says Dr. Latrina McClenton, director of health services for UnitedHealthcare Community Plan of Mississippi.

“The parent-doctor relationship is important to the overall health and well-being of the child. Parents should not be afraid to engage with the doctor. They should ask questions of the doctor and follow-through with the doctor’s recommendations,” says Dr. Lessa Phillips, chief medical officer.

UnitedHealthcare wants to help our members live healthier lives. We also believe in making the health system work better for everyone, including you.



**Want more info?** Call NurseLine<sup>SM</sup> at **1-877-370-4009, TTY 711**. A team of nurses is ready to answer questions 24 hours a day, seven days a week. They can tell you more about family-centered care and a medical home.