The Key to a Good Life is a Great Plan

Healthy new year!

How to stick with your health resolutions

The new year is a great time to make positive changes. Popular New Year’s resolutions are losing weight, exercising and quitting smoking. Many people also try to reduce stress, drink less alcohol or save money. But by mid-January, most people have trouble sticking to their resolutions. Here are 4 ways to make healthy lifestyle changes stick.

1. MAKE A PLAN: Break your goal down into small steps that are easier to achieve.
2. START RIGHT AWAY: It’s never too late to begin. But it’s best to start while you are feeling motivated.
3. WRITE IT DOWN: Put your goal and its steps on a calendar or in a journal. Hang a note where you will see it every day.
4. THINK LONG-TERM: You can make your resolutions in one day, but it takes a long time to keep them.
Lock and key

We take your privacy seriously. We are very careful with your protected health information (PHI). We also guard your financial information (FI). We get and keep PHI and FI verbally, in writing and electronically. We use this information to run our business. It helps us provide products, services and information to you.

We guard your PHI and FI closely. We have physical and electronic safeguards. We also have rules that tell us how we can keep your PHI and FI safe.

We don’t want your PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We check to make sure we use your PHI and FI 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 PHI and FI.

It’s no secret. You may read our privacy policy online at www.uhccommunityplan.com. You may also call member services 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.

Need care now?

Know your options to avoid the emergency room.

When you are sick or hurt, you might not want to wait to get medical care. Choosing the right place to go can help you be seen faster.

1. WHEN CAN YOUR PRIMARY CARE PROVIDER TREAT YOU?
For most illnesses or injuries, your primary care office should be the first place you call when you need care. You might even get an appointment for later that day. You may be given advice for self-care. Your doctor could call in a prescription to your drugstore. You can even call when the office is closed. There will be a message telling you how to reach a doctor after hours.

2. WHEN SHOULD YOU GO TO URGENT CARE?
If your doctor cannot see you fast enough, go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses or injuries. They can perform some kinds of medical tests. Many urgent care centers are open at night and on weekends.

3. WHEN SHOULD YOU GO TO A HOSPITAL EMERGENCY ROOM?
Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may have to wait a long time.

Hello, nurse! UnitedHealthcare has a 24/7 NurseLine. You can talk to a nurse, day or night. You can get advice for your medical problems. The nurse can also help you decide if you can wait to see your primary care provider or if you should seek immediate care. Call NurseLine 24/7 at 1-877-370-4009 (TTY 711).
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. 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 doctor 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.

### 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

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**Take the first step.** UnitedHealthcare has a program that can help your baby get a good start on life. It’s called Healthy First Steps. All pregnant women can join. See [www.uhccommunityplan.com](http://www.uhccommunityplan.com) or call 1-800-599-5985 to learn more about Healthy First Steps.

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**TECH TALK**

We provide benefits for proven medical care. Sometimes new tests, treatments or medications become available. The FDA or other government experts may approve them. If they are approved, we will review them. A committee will learn about them. It will find out if they are safe and effective. It will then decide if these services will be covered benefits.

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**What do you think?**

You may get a survey from us 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 confidential. We want to know what you think of the service we provide. Your opinion helps us make the health plan better.

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**Get results.** If you would like to see the results of previous surveys, visit [www.uhccommunityplan.com](http://www.uhccommunityplan.com). Or, call member services at 1-877-743-8731 (TTY 711) to ask us to mail you a copy.
Breathe deeply
Get the most from your asthma inhaler.

A metered-dose inhaler is the quickest way to get medicine to your lungs to ease breathing. But many people don’t use an inhaler the right way. If you don’t, the medicine may not get into your lungs. Your symptoms could get worse.

It’s important to read the product instructions. Inhalers are not all the same. Ask your doctor or nurse to show you how to use your inhaler. Then have the doctor or nurse watch you use it to make sure you’re doing it right. Do this at every doctor visit. Follow these tips to get the most out of your inhaler.

1. Hold the inhaler with the mouthpiece down and shake well.
2. Sit or stand up straight.
3. Tilt your head back a little and exhale fully.
4. Position the mouthpiece as instructed by your doctor. Usually this is 1 to 2 inches from your open mouth. If you have a problem with this method, your doctor may tell you to use a spacer. You can get a spacer at the pharmacy.
5. Press down on the inhaler as you start to breathe in.
6. Inhale until your lungs are full. Then hold your breath for 10 seconds.
7. Exhale slowly.

Resource corner

Member Services Find a doctor, ask benefit questions or voice a complaint.
1-877-743-8731 (TTY 711)

NurseLine Get 24/7 health advice from a nurse.
1-877-370-4009 (TTY 711)

Healthy First Steps Get pregnancy and parenting support.
1-800-599-5985 (TTY 711)

Fraud Hotline Report fraud, waste and abuse.
1-866-242-7727 (TTY 711)

Division of Medicaid Renew your benefits.
1-800-421-2408 (TTY 711)

Our website Use our provider directory or read your Member Handbook.
www.uhccommunityplan.com

Text4baby Get text messages about pregnancy and your baby’s first year. Text BABY to 511411 for messages in English. Text BEBE to 511411 for messages in Spanish. Or sign up at www.text4baby.org.

We care. UnitedHealthcare has disease management programs. They help people manage conditions like asthma, diabetes or heart disease. You can get advice from a nurse on the telephone. We will send helpful information in the mail. If you have asthma, call 1-877-743-8731 (TTY 711) to find out more.
Where to recertify

Where to recertificar

Dónde se puede recertificar
Regional Medicaid Offices
Oficinas regionales de Medicaid

It is always best to check with the Regional Office that serves the county in which you reside to obtain information about Mississippi CHIP.
Siempre es mejor consultar con la Oficina Regional que da servicio al condado en el que usted reside para obtener información sobre Mississippi CHIP.

**BROOKHAVEN**
Copiah, Lawrence, Lincoln
1372 Johnny Johnson Dr.
Brookhaven, MS 39601
601-835-2020

**CLARKSDALE**
Coahoma, Quitman, Tunica
528 S. Choctaw St.
Clarksdale, MS 38614
662-627-1493

**CLEVELAND**
Bolivar, Sunflower
201 E. Sunflower, Ste. 10
Cleveland, MS 38732
662-843-7753

**COLUMBIA**
Covington, Jeff Davis, Marion
501 Eagle Day Ave., Ste. A
Columbia, MS 39429
601-731-2271

**COLUMBUS**
Lowndes, Monroe
603 Leigh Dr.
Columbus, MS 39705
662-329-2190

**CORINTH**
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2619 South Harper Rd.
Corinth, MS 38834
662-286-8091

**GREENWOOD**
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805 W. Park Ave., Ste. 6
Greenwood, MS 38930
662-455-1053

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**GRENADA**
Grenada, Calhoun, Montgomery, Yalobusha
1109 Sunwood Dr.
Grenada, MS 38901
662-226-4406

**GULFPORT**
Harrison
12231 Bernard Pkwy.
Gulfport, MS 39503
228-863-3328

**HATTIESBURG**
Forrest, Lamar, Perry
132 Mayfair Blvd.
Hattiesburg, MS 35902
601-264-5386

**HOLLY SPRINGS**
Benton, Lafayette, Marshall
695 Highway 4 E.
Holly Springs, MS 38635
662-252-3439

**JACKSON**
Hinds, Madison
5360 I-55 North
Jackson, MS 39211
601-978-2399

**KOSCIUSKO**
Attala, Choctaw, Leake
160 Highway 12 W
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662-289-4477

**LAUREN**
Greene, Jones, Wayne
1100 Hillcrest Dr.
Laurel, MS 39440
601-425-3175

**McCOMB**
Amite, Pike, Walthall
301 Apache Dr.
McComb, MS 39648
601-249-2071

**MERIDIAN**
Clarke, Lauderdale
3848 Old Highway 45 N.
Meridian, MS 39301
601-483-9944

**NATCHez**
Adams, Franklin, Jefferson, Wilkinson
103 State St.
Natchez, MS 38912
601-445-4971

**NEW ALBANY**
Pontotoc, Tippah, Union
1510 Munsford Dr.
New Albany, MS 38652
662-534-0441

**NEWTON**
Jasper, Newton, Scott
9423 Eastside Dr. Ext.
Newton, MS 39345
601-635-5205

**PASCAGOULa**
George, Jackson
4119 Amoett St.
Pascagoula, MS 39567
228-762-9591

**PEARL**
Rankin, Simpson, Smith
3035 Greenfield Rd.
Pearl, MS 39208
601-825-0477

**PHILADELPHIA**
Kemper, Neshoba, Noxubee, Winston
1122 E. Main St., Ste. 15
Philadelphia, MS 39350
601-656-3131

**PICAYUNE**
Hancock, Pearl River, Stone
1845 Cooper Rd.
Picayune, MS 39466
601-798-0831

**SENATOBIA**
Desoto, Panola, Tate
2776 Highway 51 S.
Senatobia, MS 38668
662-562-0147

**STARKVILLE**
Chickasaw, Clay, Okitibbeha, Webster
313 Industrial Park Rd.
Starkville, MS 37579
662-323-3688

**TUPELO**
Itawamba, Lee
1742 McCullough Blvd.
Tupelo, MS 38801
662-844-5304

**VICKSBURG**
Claiborne, Issaquena, Sharkey, Warren
2734 Washington St.
Vicksburg, MS 39180
601-638-6137

**YAZOO CITY**
Holmes, Humphreys, Yazoo
110 N. Jerry Clower Blvd., Ste. A
Yazoo City, MS 39194
662-746-2309