

Severe Weather Special Notice

With any storm or severe weather, it is always important to prepare to take care of your health should you need to leave your home. Please take all your medications, supplies, and any medical equipment you use with you. Bring a list of each family member's medicines, dosage and schedule with you. Make sure you take both your Medicaid and UnitedHealthcare ID cards with you along with a list of important numbers like your doctor's office and UnitedHealthcare Member Services. If you are in need of special services or medical supplies, please contact your doctor or medical supply provider. If you need assistance, please contact **UnitedHealthcare Member Services** at 1-877-743-8731, TTY 711, 7:30 a.m. – 5:30 p.m. CT, Monday – Friday, (and 7:30 a.m. – 8 p.m. CT on Wednesday). We are also available 8 a.m. – 5 p.m. CT the first Saturday and Sunday of each month.

- **For the latest updates on the weather in your community, look to your local news as well as the National Weather Service. The Mississippi Department of Health will share information on its social media pages (@MSDH on Twitter and Facebook).**
- **We encourage residents with questions about the storm, sheltering or medical needs to call 2-1-1.**

Are you storm ready? Please click to visit Mississippi Emergency Management Agency [Are You Ready to learn more.](https://www.msema.org/preparedness-2/) (https://www.msema.org/preparedness-2/).

- **Generator safety.**
 - **Portable generators should never be used indoors.** This includes in a garage, carport, basement, crawl space or other enclosed or partially enclosed areas.
 - **Only use generators outside.** Place any generator more than 20 feet away from your home, doors, and windows.
 - **Gas-powered generators produce an exhaust of the poison gas carbon monoxide (CO).** CO is odorless and colorless that kills without warning. It claims the lives of hundreds of people every year and makes thousands more ill. Opening windows or doors or using fans will not prevent the build-up of CO. If you start to feel sick, dizzy or weak while using a generator, get to fresh air IMMEDIATELY. Be sure to place the generator 20 feet away from doors, windows and vents that could allow CO to come indoors.
 - **Install carbon monoxide (CO) detectors.** Use battery operated or battery back-up CO detectors near every sleeping area in your home. Check regularly to be sure they are working.
 - **Keep the generator dry** and do not use in rain or wet conditions.

- **Be sure to protect yourself and others from COVID-19.**

- Wear a mask.
- Stay 6 feet apart from others.
- Minimize how many trips and how many family members join.
- Wash or disinfect your hands when you return home.
- Do check on neighbors but consider calling them instead of visiting in person. If you do visit in person wear a mask and stay six feet apart.

- **Prepare for power outages**

- When the power is out, throw away any medication that should be refrigerated, unless the drug's label says otherwise. If your life depends on the refrigerated drugs, use them only until a new supply is available. Replace all refrigerated drugs as soon as possible.
- Residents should assume that any downed utility line is energized. Stay away and keep children and pets away from downed lines. Call the electric company to report them. Learn more on how to protect yourself from electrical hazards after a disaster.
- Extreme heat can be very dangerous for those with chronic medical conditions like heart disease, mental illness and obesity. Check on friends and loved ones, and follow these [extreme heat safety tips](https://www.msema.org/preparedness-2/extreme-heat-safety-tips/) [\[\[https://www.msema.org/preparedness-2/extreme-heat-safety-tips/\]\]](https://www.msema.org/preparedness-2/extreme-heat-safety-tips/).
- Here are 3 ways to prepare your health for a possible power outage:
 - Fully charge your mobile and medical devices
 - Charge up your back up power sources.
 - Make an emergency power plan.
 - Test your carbon [\[\[monoxide\]\]](#) detectors.

- **Staying with friends or family**

- If you plan to stay with others, talk to them early about how you can all protect yourselves from COVID-19.
- Follow every day preventive actions, including
 - covering coughs and sneezes,
 - washing your hands often, and
 - avoiding touching your eyes, nose, and mouth with unwashed hands.
- Consider taking extra precautions for people living in close quarters.
 - If your household includes anyone who is vulnerable, then all members of the household should behave as if they themselves are at higher risk.
 - Vulnerable members should avoid caring for children and those who are sick.
 - Separate a household member who is sick.
- Know what to do if someone in the household where you are staying with becomes sick with COVID-19. Create a sick room or at least distance where possible between the sick person and others.

- **Food and water safety.**

- Listen to water alerts from local leaders to find out if your water is safe for drinking and bathing. You may only be able to use bottled, boiled or treated water for drinking, cooking, etc.
- If you are in a disaster or emergency, it's important that you take steps to prevent illness from unsafe food and water.
- Unsafe food can make you sick even if it looks, smells and tastes normal. Throw away foods that have not been refrigerated properly due to power outages. Throw out foods with an unusual odor, color or texture. When in doubt, throw it out.
- **Take care of yourself**
 - The risk for injury during and after a storm and other natural disasters is high. Get first aid quickly to help heal small wounds and prevent infection.
 - Dealing with disasters can cause stress and strong emotions. It is natural to feel anxiety, grief, and worry. Coping with these feelings and getting help when you need it will help you, your family and your community recover. **Call 1-877-743-8731, TTY 711** to connect with trained specialists and clinicians to support you.
 - People with mental health conditions should continue with their treatment and be aware of new or worsening symptoms.
 - The Mississippi Department of Mental Health (DMH) offers staffed services around the clock if you or a loved one needs help. **DMH Helpline at 1-877-210-8513.**
 - There are several other resources and guidance documents on the DMH webpage that can be found at: <http://www.dmh.ms.gov/>.

UnitedHealthcare (UHC) wants to help people affected by the severe weather across Mississippi.

The following UHC support includes:

- **Help Finding a Network Care Providers:** If you need help finding a care provider in the UHC network or obtaining early prescription can call Member Services at 1-877-743-8731 (**TTY: 711**). The number for Member Services is always located on the back of your UHC ID member card.
- **Health4Me app:** UHC member app that provides instant access to your member ID card, network care providers, personal health benefits and more. The Health4Me app is available as a free download at the App Store or Google Play.

Remember, if you need assistance please contact **UnitedHealthcare Member Services** at 1-877-743-8731 (**TTY: 711**).