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.

Preteen vaccines.

Immunizations keep kids healthy.

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. The next time you take your middle-schooler to your health care provider, 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.
Recognizing opioid addiction.

Drug overdoses are now the leading cause of death in people under 50. The recent rise in overdoses is due to a sharp increase in opioid use. Opioids include prescription drugs such as Vicodin and Oxycontin. They also include heroin and other illegal drugs.

Many people who become addicted to opioids started using them when they were prescribed for pain. Others misused leftover pills from a friend or family member. Anyone can get a substance use disorder.

Treatment can help people stop using opioids. Medication-assisted treatment (MAT) helps. It uses medicine that blocks the high and reduces drug cravings. MAT also eases patients’ withdrawal from opioids. By helping with the physical aspects of addiction, MAT helps patients focus on recovery.

Need help? Treatment for substance use disorders, including MAT, is a covered benefit. Call the Substance Abuse and Mental Health Services Administration’s Treatment Referral Routing Service at 1-800-662-HELP (4357) to begin recovery.

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. It can also be found in painted toys. Because babies and toddlers often put their hands and toys in their mouths, they can swallow lead. They can also inhale it.

When lead gets into the body, it can end up in the blood, bones or organs. Too much lead in a child’s body leads to lead poisoning. It can result in 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.

Learn about lead. Read all about lead poisoning and other kids’ health topics. Visit KidsHealth.org. Does your child need to be tested? Ask his or her doctor.

Sleep tight.

Tips for preventing SIDS.

You can reduce the risk of sudden infant death syndrome (SIDS). SIDS is when a baby dies of unknown causes in his or her sleep. The most important way to prevent SIDS is to always place your baby on his or her back to sleep, for naps and at night. Other tips include:

- Put your baby’s sleep area next to where you sleep. Share a room, but not a bed.
- Use a firm sleep surface, such as a mattress in a safety-approved crib, covered by a crib sheet.
- Breast-feed your baby.
- Do not put pillows, blankets, bumpers or stuffed animals in the crib.
- Dress your baby in lightweight clothing for sleep.

Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.
Know the signs.

Could your child have diabetes?

Type 2 diabetes used to be called adult-onset diabetes. Today, it is becoming more common in kids. Symptoms usually start so slowly you might not notice them. Some people with type 2 diabetes have no symptoms. Ask your child’s doctor to check for diabetes if your child:

- Urinates often or starts wetting the bed.
- Is very thirsty or hungry.
- Loses weight, or doesn’t gain weight as he or she grows.
- Often feels tired.
- Takes a long time for wounds to heal.
- Gets yeast infections before puberty.
- Has blurred vision.
- Has fruity-smelling breath.
- Gets dark, thick patches of skin around the neck, armpits or groin.

We can help. If your child has 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 1-800-992-9940, TTY 711.

Did you know?

After you have your baby, the Department of Medicaid has a Family Planning Waiver program. It will provide additional coverage for family planning and some medical services for up to 1 year if you are eligible. You can apply before your baby is born by contacting the MS Division of Medicaid’s Office of Eligibility toll-free at 1-800-421-2408. Or you can apply in person or online at medicaid.ms.gov.

Lean lunch.

Use leftover chicken breast for a healthy lunch the next day. Make a chicken club wrap lunch box. Add even more fruits and vegetables on the side to add more nutrients and fiber.

INGREDIENTS

- 1 10-inch flour tortilla or sandwich wrap
- 1 cup cooked chicken breast, chopped or sliced
- 1 small tomato, chopped or sliced
- 1 cup romaine lettuce or spinach, shredded
- ¼ cup low- or nonfat salad dressing (optional)

FOR SIDES:

- 8–12 baby carrots
- ¼ cup grapes or berries

DIRECTIONS

Layer chicken, tomato and lettuce or spinach on the tortilla within 1 inch of edges. Drizzle with light salad dressing, if desired. Fold opposite sides of tortilla up toward center, about 1 inch over filling (sides will not meet in center); roll up tortilla, beginning at 1 open end. Cut diagonally in half. Add side servings of carrots, grapes or berries.
9 facts about depression.

Things to know when you’re feeling down.

1. **Depression affects your thinking.** If you have thoughts of suicide, please call someone right away. You can call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** or the National Hopeline Network phone at **1-800-SUICIDE (1-800-784-2433)**.

2. **Depression makes it hard to give.** It’s hard to think of other people when you’re depressed.

3. **Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.

4. **Ongoing irritability can be a symptom of depression.**

5. **Chronic pain can also be a symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.

6. **Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Using these substances could make you feel worse in the long run.

7. **People don’t choose to be depressed.** But they do make a choice about how to deal with it.

8. **Exercise is the easiest and least expensive cure for depression.** Walking just 30 minutes a day can help.

9. **Sometimes talk therapy can work wonders.** Think about seeking counseling.

More information, tools and resources for depression can be found at the Live and Work Well website. To access Live and Work Well:

- Go to [LiveandWorkWell.com](http://LiveandWorkWell.com).
- If you do not know your access code, click on “I don’t know my access code.”
- Scroll down to select your health plan in the list of UnitedHealthcare Community Plan options.
- Click on “Enter.”
- Go to the “Mind and Body” drop down.
- Select “Mental Health.”
- Scroll down to select your topic. Topics include depression as well as other mental health conditions.
Where to recertify.

Dónde se puede recertificar.

Winter 2019
<table>
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<th>Location</th>
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<td>BROOKHAVEN</td>
<td>Copiah, Lawrence, Lincoln</td>
<td>1372 Johnny Johnson Dr. Brookhaven, MS 39601 601-835-2020</td>
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<tr>
<td>CANTON</td>
<td>Hinds, Madison, North Hinds</td>
<td>5360 I-55 N. Jackson, MS 39211 601-978-2399</td>
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<td>CLARKSDALE</td>
<td>Coahoma, Quitman, Tunica</td>
<td>528 S. Choctaw St. Clarksdale, MS 38614 662-627-1493</td>
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<td>CLEVELAND</td>
<td>Bolivar, Sunflower</td>
<td>211 N. Chrisman Ave. Cleveland, MS 38732 662-843-7753</td>
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<td>COLUMBIA</td>
<td>Covington, Jeff Davis, Marion</td>
<td>501 Eagle Day Ave., Ste. A Columbia, MS 39429 601-731-2271</td>
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<td>COLUMBUS</td>
<td>Lowndes, Monroe</td>
<td>603 Leigh Dr. Columbus, MS 39705 662-329-2190</td>
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<td>CORINTH</td>
<td>Alcorn, Prentiss, Tishomingo</td>
<td>2619 S. Harper Rd. Corinth, MS 38834 662-286-8091</td>
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<td>GREENVILLE</td>
<td>Washington</td>
<td>585 Tennessee Gas Rd., Ste. 10 Greenville, MS 38701 662-332-9370</td>
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<td>GREENWOOD</td>
<td>Carroll, Leffore, Tallahatchie</td>
<td>805 W. Park Ave., Ste. 6 Greenwood, MS 38930 662-455-1053</td>
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<td>GRENADA</td>
<td>Grenada, Calhoun, Montgomery, Yalobusha 1109 Sunwood Dr. Grenada, MS 38901 662-226-4406</td>
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<td>GULFPORT</td>
<td>Harrison</td>
<td>12231 Bernard Pkwy. Gulfport, MS 39503 228-863-3328</td>
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<tr>
<td>HATTIESBURG</td>
<td>Forrest, Lamar, Perry</td>
<td>6971 Lincoln Road Ext. Hattiesburg, MS 39402 601-264-5386</td>
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<td>HOLLY SPRINGS</td>
<td>Benton, Lafayette, Marshall</td>
<td>545 J.M. Ash Dr. Holly Springs, MS 38635 662-252-3439</td>
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<td>JACKSON</td>
<td>Hinds, Madison, North Hinds</td>
<td>5360 I-55 N. Jackson, MS 39211 601-978-2399</td>
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<td>KOSCIUSKO</td>
<td>Attala, Choctaw, Leake</td>
<td>160 Highway 12 W. Kosciusko, MS 39090 662-289-4477</td>
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<tr>
<td>LAUREL</td>
<td>Greene, Jones, Wayne</td>
<td>1100 Hillcrest Dr. Laurel, MS 39440 601-425-3175</td>
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<tr>
<td>McCOMB</td>
<td>Amite, Pike, Walthall</td>
<td>301 Apache Dr. McComb, MS 39648 601-249-2071</td>
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<td>MERIDIAN</td>
<td>Clarke, Lauderdale</td>
<td>3848 Old Highway 45 N. Meridian, MS 39301 601-483-9944</td>
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<tr>
<td>NEW ALBANY</td>
<td>Pontotoc, Tippah, Union</td>
<td>1510 Munsford Dr. New Albany, MS 38652 662-534-0441</td>
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<tr>
<td>NEWTON</td>
<td>Jasper, Newton, Scott</td>
<td>9423 Eastside Dr. Ext. Newton, MS 39345 601-635-5205</td>
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<td>PASCAGOUA</td>
<td>George, Jackson</td>
<td>1702 Denny Ave. Pascagoula, MS 39567 228-762-9591</td>
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<td>PEARL</td>
<td>Rankin, Simpson, Smith</td>
<td>3035 Greenfield Rd. Pearl, MS 39208 601-825-0477</td>
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<tr>
<td>PHILADELPHIA</td>
<td>Kemper, Neshoba, Noxubee, Winston</td>
<td>1122 E. Main St., Ste. 15 Philadelphia, MS 39350 601-656-3131</td>
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<td>PICAYUNE</td>
<td>Hancock, Pearl River, Stone</td>
<td>1845 Cooper Rd. Picayune, MS 39466 601-798-0831</td>
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<td>SENATOBIA</td>
<td>DeSoto, Panola, Tate</td>
<td>2776 Highway 51 S. Senatobia, MS 38668 662-562-0147</td>
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<td>STARKVILLE</td>
<td>Chickasaw, Clay, Oktibbeha, Webster, 313 Industrial Park Rd. Starkville, MS 39759 662-323-3688</td>
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<td>TUPELO</td>
<td>Itawamba, Lee</td>
<td>1742 McCullough Blvd. Tupelo, MS 38801 662-844-5304</td>
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<tr>
<td>VICKSBURG</td>
<td>Claiborne, Issaquena, Sharkey, Warren</td>
<td>3401 Halls Ferry Rd., Ste. 1 Vicksburg, MS 39180 601-638-6137</td>
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<tr>
<td>YAZOO CITY</td>
<td>Holmes, Humphreys, Yazoo</td>
<td>110 N. Jerry Clower Blvd., Ste. A Yazoo City, MS 39194 662-746-2309</td>
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</tbody>
</table>

Questions about Mississippi CHIP? Ask your county’s Regional Office. You can call or visit. Can’t get to a Regional Office? Go to your local Outstation. Your Regional Office can tell you where it is.

¿Tiene preguntas acerca de Mississippi CHIP? Pregunte en la Oficina regional de su condado. Puede llamar o ir personalmente. ¿No puede ir a una Oficina regional? Vaya a su Estación exterior. En su Oficina regional le pueden decir dónde se encuentra ubicada.
UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad u origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u origen nacional, puede enviar una queja a:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130
UHC_Civil_Rights@uhc.com

Usted tiene que presentar la queja por escrito dentro de los primeros 30 días a partir de la fecha cuando se enteró de ella. Si su queja no puede resolverse un día, se le considerará como reclamación. Nosotros le enviaremos una notificación de recibido de su reclamación dentro de los primeros 5 días después de haberla recibido. Se le enviará la decisión en un plazo de 30 días.

Si usted necesita ayuda con su queja, por favor llame al número de teléfono gratuito para miembros 1-800-992-9940, TTY 711, de lunes a viernes, de 7:30 a.m. a 5:30 p.m. CT (y de 7:30 a.m. a 8:00 p.m. CT los miércoles). También estamos disponibles de 8:00 a.m. a 5:00 p.m. CT el primer sábado y domingo de cada mes.

Usted también puede presentar una queja con el Departamento de Salud y Servicios Humanos de los Estados Unidos.

**Internet:**
https://ocrportal.hhs.gov/ocr/portal/lobby.jsp

Formas para las quejas se encuentran disponibles en:

**Teléfono:**
Llamada gratuita, 1-800-368-1019, 1-800-537-7697 (TDD)

**Correo:**
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Tales como, cartas en otros idiomas o en letra grande. O bien, puede solicitar un intérprete. Para pedir ayuda, por favor llame al número de teléfono gratuito para miembros 1-800-992-9940, TTY 711, de lunes a viernes, de 7:30 a.m. a 5:30 p.m. CT (y de 7:30 a.m. a 8:00 p.m. CT los miércoles). También estamos disponibles de 8:00 a.m. a 5:00 p.m. CT el primer sábado y domingo de cada mes.
UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, disability or national origin, you can send a complaint to:

Civil Rights Coordinator
UnitedHealthcare Civil Rights Grievance
P.O. Box 30608
Salt Lake City, UTAH 84130

You must submit the complaint in writing within 30 days of when you found out about it. If your complaint cannot be resolved in 1 day it will be treated as a grievance. We will send you an acknowledgement of the grievance within 5 days of receipt of the grievance. A decision will be sent to you within 30 days.

If you need help with your complaint, please call the toll-free member phone number at 1-800-992-9940, TTY 711, Monday through Friday, 7:30 a.m. to 5:30 p.m. CT (and 7:30 a.m. – 8:00 p.m. CT on Wednesday). We are also available 8:00 a.m. to 5:00 p.m. CT the first Saturday and Sunday of each month.

Today, on October 25, 2023, we decided to file a complaint against UnitedHealthcare Community Plan for denying me coverage for a necessary procedure. I am still waiting for a decision.

If you need help with your complaint, please call the toll-free member phone number at 1-800-992-9940, TTY 711, Monday through Friday, 7:30 a.m. to 5:30 p.m. CT (and 7:30 a.m. – 8:00 p.m. CT on Wednesday). We are also available 8:00 a.m. to 5:00 p.m. CT the first Saturday and Sunday of each month.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the toll-free member phone number at 1-800-992-9940, TTY 711, Monday through Friday, 7:30 a.m. to 5:30 p.m. CT (and 7:30 a.m. – 8:00 p.m. CT on Wednesday). We are also available 8:00 a.m. to 5:00 p.m. CT the first Saturday and Sunday of each month.
English
ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 1-800-992-9940, TTY 711.

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-992-9940, TTY 711.

Vietnamese
LUU Y: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Vui lòng gọi số 1-800-992-9940, TTY 711.

Traditional Chinese
注意：如果您說中文，您可獲得免費語言協助服務。請致電 1-800-992-9940，或聽障專線 TTY 711。

French
ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le 1-800-992-9940, TTY 711.

Arabic
تنبيه: إذا كنت تتحدث العربية، توفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم 1-800-992-9940، الهاتف النصي TTY 711.

Choctaw
Pisa: Chahta anumpa ish anumpuli hokma, anumpa toshholi yvt peh pilla ho chi apela hinla. I paya 1-800-992-9940, TTY 711.

Tagalog
ATENSyon: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa 1-800-992-9940, TTY 711.

German

Korean
참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. 1-800-992-9940, TTY 711 로 전화하십시오.

Gujarati
પ્રશ્ન આપો: ત્રી તમે ગુજરાતી બોલતા હો, તો તમારા માટે વિના મૂલ્યશીલ સહાયતા સેવાઓ ઉપલબ્ધ છે. કોણ કરો 1-800-992-9940, TTY 711.

Japanese
ご注意：日本語をお話しになる場合は、言語支援サービスを無料でご利用いただけます。電話番号1-800-992-9940、またはTTY 711。

Russian
ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел 1-800-992-9940, TTY 711.

Panjabi
ਨਾਖਤ, ਤੇਵਾਂ ਦੁਆਰਾ ਭੁੰਨਣੀ ਬੋਲਦੇ ਹਨ। ਵਾਲਾ ਬੁੱਧਦੀ ਬੁਸ਼ਮਾ ਦੰਗ ਦੀ ਸ਼ੁਰੂਆਤ ਨਹਿ। ਵਿਚਾਰ ਬੁਨਿਆ ਆਪਣੀ ਰਤਨ ਪਸ਼ੁ ਦੀ ਖੂਲ ਮੇਲ ਬਾਲੋ। 1-800-992-9940, TTY 711 ਵਾਲਾ ਬੋਲੇ।
Italian
ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero 1-800-992-9940, TTY 711.

Hindi
ध्यान दें: यदि आप हिन्दी भाषा बोलते हैं तो भाषा सहायता सेवाएं आपके लिए निषुल्क उपलब्ध हैं। कॉल करें 1-800-992-9940, TTY 711.