



HealthTALK

WINTER 2019



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](https://www.cdc.gov/vaccines).

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

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.



Know your numbers.

Almost 1 in 3 adults has high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. High blood pressure can lead to serious problems, so it's important to treat it. It's a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- See your doctor regularly, and get your blood pressure checked at each visit.
- Do not smoke.
- Limit salt to less than 1,500 mg per day.
- Stay at a healthy weight.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Exercise for at least 30 minutes a day.



See your doctor. If lifestyle changes are not enough, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.

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**.

Under control.

Tests for people with diabetes.

If you have diabetes, it is important to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

- **A1c blood test.** This lab test shows how well your blood sugar has been controlled over the last few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **Dilated eye exam.** High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.



 **We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-877-743-8731, TTY 711.** Or use the UnitedHealthcare **Health4Me®** app.

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.



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/CommunityPlanHealth4Me[®]

NurseLineSM: Get health advice from a nurse 24 hours a day, 7 days a week, (toll-free).

1-877-370-4009, TTY 711

Healthy First Steps[®]: Get support throughout your pregnancy.

1-800-599-5985, TTY 711

Medicaid Program Integrity: Report suspected fraud and abuse by providers or members to the state.

1-800-880-5920, TTY 711 (toll-free)
1-601-576-4162 (local)

KidsHealth[®]: Get reliable information on health topics for and about kids.

KidsHealth.org

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**.
- 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.

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 en 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 **1-877-743-8731, 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.jsf>

Formas para las quejas se encuentran disponibles en:

<http://www.hhs.gov/ocr/office/file/index.html>

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 **1-877-743-8731, 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

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

UHC_Civil_Rights@uhc.com

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 **1-877-743-8731, 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.

You can also file a complaint with the U.S. Dept. of Health and Human Services.

Online:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Phone:

Toll-free **1-800-368-1019, 1-800-537-7697** (TDD)

Mail:

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

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

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-743-8731, TTY 711**.

Vietnamese

LƯU Ý: 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 **1-877-743-8731, 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 **1-877-743-8731**，或聽障專線 **TTY 711**。

French

ATTENTION : Si vous parlez français, vous pouvez obtenir une assistance linguistique gratuite. Appelez le **1-877-743-8731, TTY 711**.

Arabic

تنبيه: إذا كنت تتحدث العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. اتصل على الرقم **1-877-743-8731**، الهاتف النصي **.711**

Choctaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi yvt peh pilla ho chi apela hinla. I paya **1-877-743-8731, TTY 711**.

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng pantulong sa wika, nang walang bayad. Tumawag sa **1-877-743-8731, TTY 711**.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-877-743-8731, TTY 711**.

Korean

참고: 한국어를 하시는 경우, 통역 서비스를 무료로 이용하실 수 있습니다. **1-877-743-8731, TTY 711** 로 전화하십시오.

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-877-743-8731, 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**1-877-743-8731**、または**TTY 711**。

Russian

ВНИМАНИЕ: Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по тел **1-877-743-8731, TTY 711**.

Panjabi

ਸਾਵਧਾਨ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ, ਮੁਫਤ ਵਿੱਚ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਹੈਲਥ ਪਲਾਨ ਟੀਮ ਨੂੰ ਸੰਪਰਕ ਕਰੋ। **1-877-743-8731, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

Italian

ATTENZIONE: se parla italiano, Le vengono messi gratuitamente a disposizione servizi di assistenza linguistica. Chiami il numero **1-877-743-8731, TTY 711**.

Hindi

धुन दे: डदल आड हलनुदी डलषल डुलते हलँ तु डलषल सलहलड तल सेवलडं आडके ललए नलःशुलुक उडलडुध हलँ। कलल करलँ **1-877-743-8731, TTY 711**.