



HealthTALK

FALL 2019

 **UnitedHealthcare**[®]
Community Plan

Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.

Fight the flu.

Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.

Here are 2 things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Cover your nose and mouth when you cough or sneeze.

 **It's your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.



Smile.

A healthy smile leads to a healthy body. Having good teeth makes it easier to eat nutritious foods. It makes you look better and feel better about yourself. A healthy mouth can help you in many ways. It can prevent serious problems like heart disease and premature birth, increase self-esteem and improve attendance at work and school.

Your dental benefits allow for regular dental checkups. Regular checkups will help keep your teeth and gums healthy. See your dentist every year for preventive dental care. This includes:

- Checkups.
- Cleanings.
- X-rays (if needed).
- Fluoride treatments.

You also have benefits to fix your teeth. This may include fillings, root canals, simple extractions, crowns or other dental work. If you need major dental work done, your dentist may have to check with the health plan first to make sure it will be covered.



Open wide. To learn more about the dental benefits your health

plan offers, call Members Services toll-free at **1-800-992-9940, TTY 711.** Or visit **myuhc.com/CommunityPlan.**

The HPV vaccine.

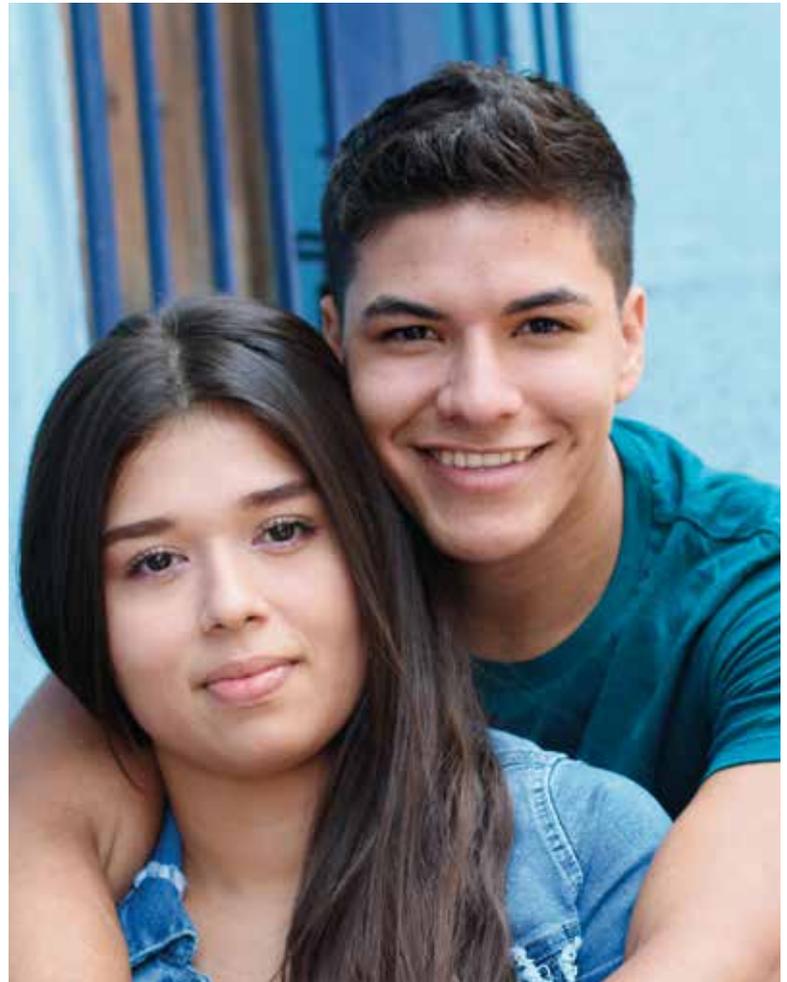
It's for all pre-teens.

Human papillomavirus (HPV) is the most common sexually transmitted infection (STI). Most of the time, it causes no problems and goes away. But sometimes, it causes cancer. In fact, every year in the United States, 33,700 women and men are diagnosed with a cancer caused by the HPV infection.

There is a vaccine for HPV that could prevent more than 90 percent of these cancers from ever developing. The vaccine works best when given before boys or girls become sexually active. Pre-teens should get it at age 11 or 12, but it can be given as early as age 9 or as late as age 26. The HPV vaccine is given as a series of 2 or 3 shots, depending on the age of your child. Ask about it at your pre-teen's next checkup.



What vaccines does your child need? Learn more about vaccines for every member of your family at **CDC.gov/vaccines.**



The right dose.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor.

A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another. A child who takes ADHD medicine must be seen by their doctor to make sure they are getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months.



Plan of attack. We can help with scheduling an appointment or finding a provider. Call Member Services toll-free at **1-800-992-9940, TTY 711**. Or visit **myuhc.com/CommunityPlan**.

Be stress-free.

It's perfectly natural to feel stressed sometimes. Everyone does — even kids. For young children, being separated from their parents when at daycare or school can be stressful. As kids get older, schoolwork and social pressures (especially from trying to fit in) can cause them to feel overwhelmed.

How can you help your child cope with stress? Make sure they know they are not alone. Talk with your child about what's bothering them. Help them come up with a solution. This could mean cutting back on extra activities or spending more time together.



Relax. To learn about your behavioral health benefits, call Member Services toll-free at **1-800-992-9940, TTY 711**.

90-day supply benefit.

For qualifying medications.

Your plan now covers a 90-day supply of select medications. With a 90-day supply, you won't need to get a refill every month. If you would like to participate:

- Talk with your doctor to see if your medications qualify. If so, your doctor can write you a new prescription for a 90-day supply.
- Talk to your pharmacist. Your pharmacist can call you doctor to get a new prescription for a 90-day supply.

Pharmacy benefit coverage rules still apply. Only covered drugs will be available for a 90-day supply. Please check your pharmacy coverage rules for more details.



We've got you covered. To find out what medications are included call Member Services toll free at **1-800-992-9940, TTY 711**.



Resource corner.

Member Services: Find a doctor, ask benefit questions or voice a complaint, in any language (toll-free).

1-800-992-9940, 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).

1-877-410-0184, TTY 711

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[®]: Get support throughout your pregnancy (toll-free).

1-800-599-5985, TTY 711

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

KidsHealth.org

Want to receive information electronically? Call Member Services and give us your email address (toll-free).

1-800-992-9940, 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)
601-576-4162 (local)**

On the go.

Get your health info, wherever you are.

Did you know UnitedHealthcare Community Plan has a member app? It's called UnitedHealthcare **Health4Me[®]**. The app is available for Apple or Android tablets and smartphones. Health4Me makes it easy to:

- Find a provider.
- Call NurselineSM.
- Read your Member Handbook.
- Get help and support in your community.
- View your ID card.
- Learn about your benefits.
- Contact Member Services.



Download it today. Do you use a tablet or smartphone? Download the free Health4Me app today. Use it to connect with your health plan wherever you are, whenever you want.





Where to recertify.



Regional Medicaid Offices.

Oficinas regionales de Medicaid.

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.

BROOKHAVEN

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

CANTON

Hinds, Madison,
North Hinds
5360 I-55 N.
Jackson, MS 39211
601-978-2399

CLARKSDALE

Coahoma, Quitman,
Tunica
520 S. Choctaw St.
Clarksdale, MS 38614
662-627-1493

CLEVELAND

Bolivar, Sunflower
211 N. Chrisman Ave.
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

Alcorn, Prentiss,
Tishomingo
2619 S. Harper Rd.
Corinth, MS 38834
662-286-8091

GREENVILLE

Washington
585 Tennessee Gas Rd.,
Ste. 10
Greenville, MS 38701
662-332-9370

GREENWOOD

Carroll, Leflore,
Tallahatchie
805 W. Park Ave., Ste. 6
Greenwood, MS 38930
662-455-1053

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
6971 Lincoln Road Ext.
Hattiesburg, MS 39402
601-264-5386

HOLLY SPRINGS

Benton, Lafayette,
Marshall
545 J.M. Ash Dr.
Holly Springs, MS 38635
662-252-3439

JACKSON

Hinds, Madison,
North Hinds
5360 I-55 N.
Jackson, MS 39211
601-978-2399

KOSCIUSKO

Attala, Choctaw, Leake
160 Highway 12 W.
Kosciusko, MS 39090
662-289-4477

LAUREL

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 39120
601-445-4971

NEW ALBANY

Pontotoc, Tippah,
Union
850 Denmill Rd.
New Albany, MS
38652
662-534-0441

NEWTON

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

PASCAGOULA

George, Jackson
1702 Denny Ave.
Pascagoula, MS
39567
228-762-9591

PEARL

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

PHILADELPHIA

Kemper, Neshoba,
Noxubee, Winston
340 W. Main St.
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,
Oktibbeha, Webster
313 Industrial Park Rd.
Starkville, MS 39759
662-323-3688

TUPELO

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

VICKSBURG

Claiborne, Issaquena,
Sharkey, Warren
3401 Halls Ferry Rd.,
Ste. 1
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



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 **1-800-992-9940, 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.

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 **1-800-992-9940, 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

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 **1-800-992-9940, 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، تتوفر لك خدمات المساعدة اللغوية مجانًا. اتصل على الرقم **1-800-992-9940**، الهاتف النصي **.711**

Choctaw

Pisa: Chahta anumpa ish anumpuli hokma, anumpa tohsholi 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

HINWEIS: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachendienste zur Verfügung. Wählen Sie: **1-800-992-9940, TTY 711**.

Korean

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

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે વિના મૂલ્યે ભાષાકીય સહાયતા સેવાઓ ઉપલબ્ધ છે. કોલ કરો **1-800-992-9940, 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

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। **1-800-992-9940, TTY 711** ਤੇ ਕਾਲ ਕਰੋ।

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 निःशुल्क उपलब्ध हैं। कॉल करें **1-800-992-9940, TTY 711**.

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 **1-800-992-9940, 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.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 **1-800-992-9940, 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.