



# Health Talk



istock.com/kate\_sept2004

Winter 2022  
¡Voltee para español!

United  
Healthcare®  
Community Plan

## Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

## A fit family

### Easy exercise ideas you can do together

Show your kids the importance of exercise by making time for family fitness. Studies show that children with active parents are 6 times more likely to maintain an active lifestyle.

Exercising is a great way to keep your family healthy and to spend quality time together. Try these fun exercise ideas this winter:

- Simple exercises, such as jumping jacks, sit-ups or push-ups
- Online exercise videos
- Singing and dancing to your favorite songs
- Going on a walk



Try an easy at-home workout.  
Learn some simple yoga moves  
at [healthtalkyoga.myuhc.com](https://healthtalkyoga.myuhc.com).

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

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Healthy mind,  
healthy body

## Create a screen time plan for your family

Data shows that children are spending more time with their screens. While this is understandable due to the COVID-19 pandemic, the trend is still a cause for concern. Too much screen time can lead to a number of issues. These include obesity, irregular sleep and behavioral problems, such as loss of social skills or violent outbursts.

It's important to create a screen time plan that works for your family. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms — for example, no phones at mealtime or no screens in the family room
- Make use of apps and built-in options that let you limit the use of the device
- Charge your phones and other devices outside of the bedroom
- Create regular rules around screen time — for example, no screens 1 hour before bed

# Build healthy habits

## How to take care of your child's teeth

Brushing teeth is an important part of your child's daily dental care routine. It helps keep their teeth clean and their gums healthy. Here are some tips:

- Have your child brush their teeth for 2 minutes twice a day with a soft-bristle toothbrush. Help them if they need it.
- The size and shape of your child's toothbrush should fit their mouth and allow them to reach all areas easily. Be sure the brush is the right size. Generally, a smaller brush is better than a larger one.
- Be sure your child brushes all sides of the teeth — the outside, the tongue side and the chewing surface.
- Replace your child's toothbrush every 3 to 4 months, or sooner if the bristles begin to spread. A worn-out toothbrush will not properly clean your child's teeth.



iStock.com/wilpurt



**Visit the dentist.** If you need help finding a dentist, we can help. Call Member Services toll-free at the phone number listed in the resource corner on page 4 of this newsletter.

# The truth about vaping

Some people think that vaping is safer than smoking. But most vaping is not safe. Vaping cartridges contain nicotine and many other chemicals. No matter how it is delivered, nicotine is known to cause addiction. This also affects brain development, memory, learning and mood. Vaping cartridges without nicotine still have chemicals that can be harmful to lungs.

Vaping can be especially dangerous for teens. If your child or their friends are vaping, encourage them to quit. By quitting vaping, teens may find that their performance in sports and physical activities improves. You can also explain that the sooner someone quits, the better their body can fix the damage caused by vaping.

If your child needs help quitting smoking or vaping, talk to their provider. They can share resources to help.



istock.com/AleksandraYu

## Need to recertify?

If you have questions about recertification or the Mississippi CHIP program, you can ask your county's Regional Medicaid 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.



**Learn more.** Find a list of Mississippi Regional Medicaid Offices at

[medicaid.ms.gov/about/office-locations](https://medicaid.ms.gov/about/office-locations).

## Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases such as polio and chickenpox are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Vaccines reduce the likelihood of COVID-19 infection or death.

With COVID-19 and flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone over the age of 5 is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



**Stay safe.** For more information about vaccines for the entire family, visit [cdc.gov/vaccines](https://cdc.gov/vaccines).

Find information about the COVID-19 vaccine at [uhccommunityplan.com/covid-19/vaccine](https://uhccommunityplan.com/covid-19/vaccine).

## Resource corner

**Member Services:** Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**1-800-992-9940, TTY 711**

**Our website:** Find a provider, view your benefits or see your member ID card, wherever you are.

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

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

**1-877-410-0184, TTY 711**

**Healthy First Steps®:** Get support throughout your pregnancy. Get rewards for timely prenatal and well-baby care (toll-free).

**1-800-599-5985, TTY 711**

**[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

**Live and Work Well:** Find articles, self-care tools, caring providers, and mental health and substance use resources.

**[liveandworkwell.com](https://liveandworkwell.com)**

**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)**

**Internal Fraud and Abuse Hotline:** Call if you suspect anyone of fraud.

**1-866-242-7727, TTY 711**

# Checking in

## Checklists for your child's annual wellness visit

Preventive care is important to help your child live their healthiest life. Your child's annual wellness visit is a key part of their preventive care. At the visit, their provider will do a full exam, check their growth and development, and give them any vaccines they need.

When taking your child for their annual wellness visit, it is good to be prepared. You can print out an annual care checklist before you go. There is also a list of important vaccines for kids. These can be downloaded at **[childwellnessvisit.myuhc.com](https://childwellnessvisit.myuhc.com)**. Bring these lists to help make sure your child gets the care they need.

You may have questions for your child's provider. Having a list of questions ready in advance will help make sure you don't forget anything important during the visit. Here are 4 questions you may want to ask your child's provider:

1. Which vaccines or screenings does my child need?
2. Do you have any tips for healthy eating?
3. How many hours of sleep should my child get each night?
4. When should I schedule my child's next appointment?



istock.com/vedinguzhva



**Check it off.** Download the annual care checklist and list of important vaccines for kids at **[childwellnessvisit.myuhc.com](https://childwellnessvisit.myuhc.com)**.



UnitedHealthcare Community Plan does not treat members differently because of sex, age, race, color, gender, gender identity, disability or national origin.

If you think you were treated unfairly because of your sex, age, race, color, gender, gender identity, 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**, 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.

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**, 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.

## 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**.

## Chocktaw

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. કૉલ 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**.

**Punjabi**

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**.