



# HealthTALK

FALL 2018

## Keep your coverage.

If you received a letter from the Mississippi Division of Medicaid, here's what you need to know. A new open enrollment process has begun from October 1 through December 15. To continue to receive your family's current medical benefits and services through UnitedHealthcare, follow the instructions from the letter or call the Mississippi Division of Medicaid at **1-800-421-2408**.

If you have questions about the benefits and services we provide to your family, please call UnitedHealthcare Member Services at **1-800-992-9940**.



## Help your heart.

### Choose heart-healthy foods.

Making good food choices can be hard. But you don't have to give up all your favorite foods at once. Remember these tips when you shop for food:

- Healthy foods don't have a lot of sugar, fat or salt. Cut back on salty snacks and sugary soft drinks.
- Add colorful fruits and vegetables to your meals.
- Select lean meats and chicken. And eat smaller amounts than you usually do.
- Avocados, almonds and hazelnuts have a healthy type of fat that can protect your heart.
- Choose whole-grain breads and pasta instead of white.



**Eat right.** Visit **ChooseMyPlate.gov** to learn more about healthy eating and steps you can take to make changes to your diet.

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

## Behavioral health.

Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders.
- Depression.
- Attention deficit hyperactivity disorder (ADHD).
- Seasonal affective disorder (SAD).
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-992-9940, TTY 711**. For help with behavioral health problems, call NurseLine<sup>SM</sup> toll-free 24 hours a day, 7 days a week at **1-877-410-0184, TTY 711**.

# Be flu free.

Get a flu shot this season.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. You need a flu shot each year because there are different kinds of flu every year.

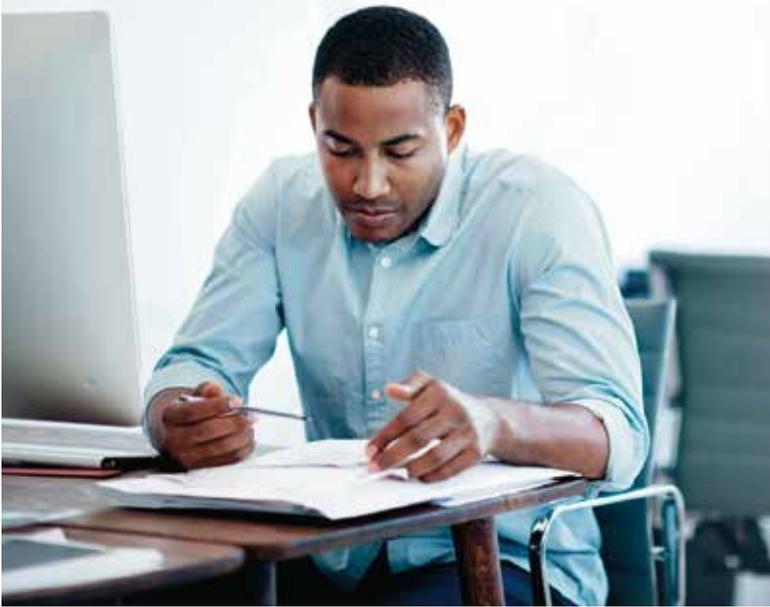
If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu.

Follow these tips to help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.
- Try to avoid close contact with people who are sick.
- Cover your nose and mouth when you cough or sneeze.

 **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. Call Member Services toll-free at **1-800-992-9940, TTY 711**, or NurseLine 24 hours a day, 7 days a week at **1-877-410-0184, TTY 711**, for more information. Visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**<sup>®</sup> app to find a location near you.





## Make your wishes known.

You have the right to say yes or no to procedures, tests, and treatments. But what would happen if you couldn't make these health care decisions? Do you have written instructions? Have you chosen a family member to decide for you? This is called an advance directive.

Make your wishes known in advance. You could give your doctor the name of someone you trust. You can also write your wishes down. There are forms you can use to make this easy.

 **Write it down.** Ask your doctor, clinic or hospital for an advance directive form. You can also find simple forms online.



## Ask Dr. Health E. Hound.®

**Q:** How much physical activity do children need?

**A:** Children should get 60 minutes of active play every day according to the Centers for Disease Control and Prevention. It doesn't all need to happen at one time.

There are many ways to stay active and have fun. When it is nice weather outside, kids can:

- Ride a bike (while wearing a helmet).
- Jump rope.
- Play sports.

Active indoor play ideas include:

- Listen to music and dance.
- Do jumping jacks.
- Play musical chairs.
- Play hide and seek.

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

## Members only.

You can get important information about your health plan anytime at **myuhc.com/CommunityPlan**. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to **myuhc.com/CommunityPlan**.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.





# Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

## When can your PCP treat you?

For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your PCP could call in a prescription to your pharmacy. You can even call at night or on weekends.

## When should you go to urgent care?

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests.

## When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

 **Need help?** Call Member Services toll-free at **1-800-992-9940, TTY 711**, or NurseLine 24 hours a day, 7 days a week at **1-877-410-0184, TTY 711**. Need to find a provider? Visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me** app.

## 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/CommunityPlan Health4Me®**

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

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

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

**1-800-880-5920 (toll-free)**

**1-601-576-4162 (local)**

**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.

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

**uhc.com/kids**

**Kids Health Access Collaborative (KHAC):** Get FREE in-person assistance for Medicaid and CHIP enrollment to the Pinebelt. KHAC connects kids to coverage 365 days a year.

**1-601-270-4955 (local)**



UnitedHealthcare Community Plan no da un tratamiento diferente a sus miembros en base a su sexo, edad, raza, color, discapacidad o origen nacional.

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad o 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 oralmente o 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 8:00 a.m. a 5:00 p.m.

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 8:00 a.m. a 5:00 p.m.

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 orally or 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, 8:00 a.m. to 5:00 p.m.

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, 8:00 a.m. to 5:00 p.m.

## 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 مجاناً. 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**

धुनन देः ढदल आड हलनुदी डलषल डुलते हलँ तु डलषल सलहलड तल सेवलडं आडके लललल नलःशुलुक उडलडुध हलँ। कलल करलँ **1-800-992-9940, TTY 711**.