



HealthTALK

SUMMER 2018 | ¡VOLTEE PARA ESPAÑOL!



Keep your coverage.

You may have received a letter from the Mississippi Division of Medicaid. A special open enrollment process will begin July 1 through August 30. To continue your current medical benefits and services, follow the instructions from the letter. Or call the Mississippi Division of Medicaid at **1-800-421-2408** and select UnitedHealthcare Community Plan. For more information, visit our website at **UHCCommunityPlan.com**. Or call Member Services at **1-877-743-8731, TTY 711**.

Toothache?

A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.



That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Member Services toll-free at **1-877-743-8731, TTY 711**.

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

Ask Dr. Health E. Hound.®

Q: How can I protect my child from the sun?

A: Kids get much of their lifetime sun exposure before age 18. It's important to think about sun protection every day — not just when you go to the pool or beach. Starting good sun protection habits early can protect your children from skin cancer as adults.

- Try to avoid exposure in the middle of the day, when the sun is strongest.
- Cover up with clothing and hats.
- Don't let your teen use tanning beds.
- Keep babies covered by the shade of an umbrella or canopy.
- Give your child sunglasses to protect his or her eyes from sun damage.

Sunscreen is one of the best defenses for everyone 6 months of age and over. Use sunscreen with an SPF of 30 or higher every day. Choose a broad-spectrum formula that protects against both UVA and UVB rays. Apply a thick coating 15 to 30 minutes before kids go outside. Reapply often and after a child sweats or swims.



Learn more. Get more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit uhc.com/kids.



Breathe easy.

Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your doctor will prescribe the right ones for you. Be sure to take your medications the way your doctor says you should. Don't stop taking them without talking to your doctor, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.



We can help. We have disease management programs. They help people with asthma, diabetes and other conditions. Call Member Services toll-free at **1-877-743-8731, TTY 711**, to learn more.

Prescribed an opioid?

3 questions to ask your doctor.

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.

If your doctor or dentist prescribes a pain reliever, take charge of your health and find out exactly what you are getting. Here are three questions to ask your provider:

1. Are there other options that can treat my pain?

Opioids are not the only option. Other options for treating pain could help you feel better. These include over-the-counter pain relievers or physical therapy.

2. What are my risks for addiction? Some people may be more prone to addiction than others. Taking opioids over a period of time can increase the risk of dependence and addiction.

3. How does this medicine mix with other medicines I'm taking? Opioids can be deadly when mixed with other drugs, especially those taken for treatment of anxiety, sleeping disorders and seizures. It's a bad idea to mix alcohol with an opioid pain reliever.



Need help? Treatment for substance use disorders 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.



5 facts about chlamydia.

1. Chlamydia is the most commonly diagnosed sexually transmitted infection (STI). Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts suggest sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.



Find Dr. Right. See your primary care provider for STI counseling and testing. Need a new PCP? Visit

myuhc.com/CommunityPlan or use the **Health4Me** app. Or call Member Services toll-free at **1-877-743-8731, 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 one year if you are eligible. You can apply before your baby is born by contacting the MS Division of Medicaid's Office of Eligibility at **1-800-421-2408**. Or you can apply in person or online at **medicaid.ms.gov**.





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/CommunityPlan
Health4Me®

NurseLineSM: Get 24/7 health advice from a nurse (toll-free).
1-877-370-4009, 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.

Healthy First Steps®: Get support throughout your pregnancy.
1-800-599-5985, TTY 711

Baby BlocksTM: Get rewards for timely prenatal and well-baby care.
UHCBabyBlocks.com

KidsHealth®: Get reliable information on health topics for and about kids.
uhc.com/kids

Crush cancer.

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

WHAT: Mammography.

WHY: To catch breast cancer early.

WHEN: Annual mammograms for women starting at age 40 or 45, depending on risk. Mammograms every 2 years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

WHAT: Colonoscopy.

WHY: To catch or prevent colorectal cancer.

WHEN: Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

WHAT: Pap and HPV screening.

WHY: To catch or prevent cervical cancer.

WHEN: Pap screening for women every 3 years between ages 21–29. Pap and HPV tests every 5 years, or just the Pap test every 3 years, between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Are you at risk? Talk to your doctor about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.



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 **1-877-743-8731, 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 **1-877-743-8731, 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 **1-877-743-8731, 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

धुनन दै: डदल आड हलनुदी डलषल डुलते हँ तु डलषल सलहलड तल सेवलं आडके ललल नलःशुलुक उडलडुध हँ। कलल करँ **1-877-743-8731, TTY 711**.