



# HealthTALK

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FALL 2020



## Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!

## Keep calm.



### Finding the right treatment for ADHD.

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention or controlling their behavior. Or they may be overly active. If your child has ADHD, their provider may suggest behavioral therapy and/or medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. Some medicines may not help. Others may cause side effects. A dose may be too low or too high. That's why it's important for children who take ADHD medicine to see their doctors often for follow-up care.

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

istock.com: goodmoments



## Telehealth visits.

You may have concerns when it comes to visiting your doctor in person these days. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home. You may also be able to meet with a provider online for urgent needs 24 hours a day, 7 days a week.

### What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. Ask your provider if they offer telehealth services. Telehealth can be a good option for:

- Asking questions about your symptoms.
- Getting advice to help manage your condition(s).
- Getting medicines prescribed and sent to your pharmacy.

If you're not sure if a telehealth visit is the best option for you, call NurseLine first to get advice at no cost to you. Nurses are available 24 hours a day, 7 days a week. Just call **1-877-410-0184**, **TTY 711**, toll-free.



## Take care of mental health.

It's perfectly natural for kids to feel anxious, stressed or frustrated when there is uncertainty in their lives. Here are 4 steps you can take to help your child cope during stressful times.

- 1. Spend quality time together.** Make sure your child knows they are not alone. Plan regular activities you can do as a family. Reading a book together keeps their mind engaged. Going on a walk together is a good and easy way to get some exercise.
- 2. Set a good example.** Show your child ways to stay healthy. Keep up with healthy eating habits, and get plenty of rest and physical activity.
- 3. Share information.** Talk with your child about the ongoing effects of COVID-19. Listen and answer any questions they have.
- 4. Stay connected — but set boundaries.** Use technology to stay in touch with family and friends. Use video chat to “see” people if you can't meet up in person. But set limits for screen time and social media use, as too much can lead to more stress and anxiety.



**Take care.** Find articles, self-care tools, caring providers, and more mental health and substance use resources at **LiveandWorkWell.com**.

You can also call our toll-free help line at **1-866-342-6892, TTY 711**.

# Test your COVID-19 and flu IQ.

## Know the myths and facts.

We're challenging UnitedHealthcare Community Plan members to stay healthy. Do you know what actions you can take to protect yourself and your family from COVID-19 and the flu? Test your knowledge of the myths and facts below.

### True or False?

**1** COVID-19 mainly spreads through contact with surfaces.

**False.** COVID-19 is mainly spread from person to person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

**2** If I got a flu shot last year, I still need to get one this year.

**True.** Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

**3** To be effective, you need to wash your hands for at least 20 seconds.

**True.** Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

**4** Hand sanitizer works better than traditional soap because it has alcohol in it.

**False.** Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



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



## Resource corner.

**Member Services:** Find a doctor, 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 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**

**Quit For Life®:** Get free help quitting smoking (toll-free).

**1-866-784-8454, TTY 711**

**[quitnow.net](https://quitnow.net)**

**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 more mental health and substance use resources.

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

**Prefer email?** Call Member Services and give us your email address so we can send important health plan information directly to your inbox (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)**



## Pasta party.

Try this delicious recipe.

Make pasta for dinner with this family-friendly recipe. Add wagon wheels and easy ingredients like frozen spinach and nuts, and you can't go wrong. This recipe serves 6 (and you will likely have leftovers).

**Ingredients.**

- 1 pound wagon wheel pasta (can be substituted for other shapes and/or gluten-free pasta)
- 3 tablespoons olive oil
- 3 tablespoons garlic, thinly sliced (8–10 cloves)
- ½ teaspoon kosher salt
- 1 teaspoon crushed red pepper
- 1 pound spinach, frozen (defrosted)
- ½ cup parmesan, freshly grated
- 2 tablespoons pine nuts, toasted (if pine nuts aren't available, try almonds or cashews)

**Instructions.**

1. Cook the pasta according to the package.
2. If using raw nuts, spread them in a single layer on a microwave-safe plate. Microwave on full power for 1 minute. Stir nuts and continue microwaving in 30-second periods until nuts are golden brown. This can be done in advance.
3. While the pasta is cooking, heat the olive oil to medium in a large skillet. Add the garlic, salt and crushed red pepper. Cook until the garlic starts to turn golden, about 3 minutes.
4. Add the spinach and combine until heated through.
5. While heating the spinach, drain the pasta and reserve 1 cup of the pasta cooking liquid. Put the hot pasta water into the pan, add the drained pasta and stir to combine. Top with parmesan and toasted nuts.



FALL 2020

# 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 subestación local.

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

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit [UHCCommunityPlan.com/covid-19](https://UHCCommunityPlan.com/covid-19).

## How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

## Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov)



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).



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**

## 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**.