



HealthTALK

istock.com: Imgorhand

SUMMER 2020



Make your family count!

Did you know that the United States is conducting a census? It is important to respond because the census determines how federal money is spent. It also affects how many representatives your state gets in Congress. You can respond online, by phone or by mail. Learn more and respond today at 2020census.gov.

Oh, baby!

Introducing the new Healthy First Steps®.

UnitedHealthcare Community Plan's former pregnancy rewards program — Baby Blocks™ — is now part of Healthy First Steps®. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, UHCHealthyFirstSteps.com. There you will find:

- New and improved educational content.
- Rewards.
- Case management.
- Resources.



Take the first step. Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit UHCHealthyFirstSteps.com.

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

A healthy family picnic.

Tips to make your next picnic fun and safe.

Outdoor activities are a great way to have fun and be active. But as COVID-19 has spread across the United States, you might need to take extra steps to keep your family safe and healthy when spending time outdoors. If you're planning a family picnic this summer, try to keep the group small to avoid spreading germs. Here are some more tips:

Bright side dish.

Whether you're grilling, making sandwiches or nibbling on snacks and appetizers, a fresh salad is the perfect addition to any summer meal. Our easy summer salad recipe features cucumbers and cherry tomatoes, which are packed with nutrients and full of flavor. Find the full recipe at [healthtalksiderecipe.myuhc.com](https://www.healthtalksiderecipe.myuhc.com).

Sun protection.

Sunburn increases your risk of skin cancer. Follow these steps to stay safe in the sun:

- Wear sunscreen with a sun protection factor (SPF) of 30 or stronger, even on cloudy days.
- Apply sunscreen liberally and reapply every 2 hours.
- Limit your time in the sun between 10 a.m. and 2 p.m. when the sun is strongest.
- Wear protective clothing such as sunglasses, wide-brim hats and long-sleeved shirts.
- Be wary of waterproof — no sunscreen is truly waterproof, and reapplying regularly is necessary.

Drink up.

Water is necessary for your body. Staying well hydrated helps you function. Some people find it easier to drink more of it by adding lemon or berries to cold water or seltzer. Eating fresh fruit and vegetables with high water content, such as watermelon or cucumber, is also a good option. In addition to drinking water, limit sugary, alcoholic or caffeinated drinks. They do not hydrate your body the same way water does.

istock.com: diane555, paci77



Get moving.

Individual exercise ideas for kids.

Is your child getting enough exercise? Guidelines say kids ages 6 and older need at least 1 hour of physical activity each day. But sometimes it can be challenging to get your kids moving.

Here are some ideas to keep your family active this summer. All of these activities can be done solo or as a family.

- **Walk to a picnic at a park near your home.** Or take a stroll around your neighborhood and play “I Spy.”
- **Ride a bike.** Always remember to wear a helmet.
- **Jump rope.** Better yet, walk to a park to jump rope.
- **Play hopscotch.** All you need is some chalk and a sidewalk.
- **Do jumping jacks.** This activity is simple and requires no equipment.

Injuries happen.

If your child gets injured while exercising, know where to go for care.

- See your primary care provider (PCP) for minor injuries.
- Go to urgent care for minor cuts, sprains and stitches.
- Go to the emergency room (ER) for major injuries only, like large open wounds or a severe head injury.
- If you're not sure where to go, you can always call NurseLine at **1-877-410-0184, TTY 711**, to get free advice from a nurse 24 hours a day, 7 days a week.



istock.com: skynesher

Wheel fun.

3 tips for bicycle safety.

It's fun to be active outdoors. Riding a bike is a great way to get around. It's good exercise, too. Make every ride a safe ride with these tips.

- 1. Wear a helmet.** Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Use only helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet every time they ride.
- 2. Teach traffic safety.** Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell them to ride on the right side, with traffic, and obey traffic signs and signals.
- 3. Use right-sized bikes.** Don't buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of their feet on the ground.

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: Find a provider, read your Member Handbook or see your ID card, wherever you are.
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.
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

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

Want to receive information electronically? Call Member Services toll-free 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)



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Time to immunize?

Make sure your child gets all the shots they need.

Getting the vaccines you need — at the right time — is important. Immunizations help to protect against preventable diseases. Call your child's PCP to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
HepB: Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
HepA: Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
DTaP: Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
Hib: Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
IPV: Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
PCV: Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
RV: Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
MMR: Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
Varicella: Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
Influenza (yearly)	<input type="checkbox"/>	<input type="checkbox"/>

It's your best shot. If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-800-992-9940, TTY 711**. Or visit our website at myuhc.com/CommunityPlan.



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Where to recertify.



AMC-057-MS-CHIP-INSERT

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.

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



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 ਹੈਲਪ 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**.