



# HealthTALK

SUMMER 2019 | ¡VOLTEE PARA ESPAÑOL!



## KidsHealth®

KidsHealth® is a resource to help parents, kids and teens take charge of their health. Parents can get doctor-approved advice. Kids can find fun health quizzes, games and videos. Teens can get answers and advice on questions about body and mind. Visit [KidsHealth.org](https://www.kidshhealth.org) today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses and treatment, consult your doctor.

## Sunny days.

Stay safe this summer.

Summer is a great time for kids to be active and play outside. But it's important to remember that the sun's rays can be harmful. Here are a few tips to help protect you and your kids this summer:



- **Apply sunscreen.** Use sunscreen with an SPF of 15 or greater. Apply it generously 30 minutes before going outside. Also make sure the sunscreen is broad spectrum. This means it protects from both UVA and UVB rays.
- **Use sunglasses.** Sunglasses protect the eyes from UV rays. Not using proper eye protection can lead to eye problems later in life.
- **Mind the time.** Try to go outside in the early morning or late afternoon. The sun's rays are less strong at these times.

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

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AMC-051-MS-CHIP

# Your best shot.

## Immunizations keep kids healthy.

Years ago, many children died from common diseases. Today, those diseases are rare. This is because children now get vaccines to keep them from getting sick. It's important for all children, from babies through teens, to get the right shots at the right time.

### Shots for babies (birth–15 months)

- HepB: Hepatitis B (3 doses).
- HepA: Hepatitis A (2 doses).
- DTaP: Diphtheria, tetanus, pertussis (4 doses).
- Hib: Haemophilus influenzae type b (3–4 doses).
- IPV: Polio (3 doses).
- PCV: Pneumococcal (4 doses).
- RV: Rotavirus (2–3 doses).
- MMR: Measles, mumps, rubella (1 dose).
- Varicella: Chickenpox (1 dose).
- Influenza (yearly).

- MCV: Meningococcal.
- Influenza (yearly).
- HepA: Hepatitis A (only if at high risk).

### Booster shots for young children (4–6 years)

- DTaP: Diphtheria, tetanus, pertussis.
- IPV: Polio.
- MMR: Measles, mumps, rubella.
- Varicella: Chickenpox.
- Influenza (yearly).

### Shots for pre-teens (11–12 years)

- Tdap: Tetanus, diphtheria, pertussis.
- HPV: Human papillomavirus (3 doses).



**Keep track.** Keep a record of what shots your child gets and when. Share this list with any new providers you see. Make copies of this list so you can give them to child care, schools, camps or sports programs.

## The truth about vaping.

Many people have the idea that vaping is safer than smoking. Since vaping is so new, the long-term effects are not yet known. Most vaping cartridges contain nicotine. No matter how it is delivered, nicotine is known to cause addiction and can affect brain development, memory, learning and mood. The cartridges without nicotine still have chemicals that can be harmful to your lungs, lowering your performance in sports and physical activities. Some of these chemicals include the flavorings that make them taste like candy, fruit, ice cream, or other foods and drinks.



Vaping can be especially dangerous for teens. If your child or their friends are vaping, you should encourage them to quit. You can explain that the sooner someone quits, the better their body can fix the damage caused by vaping. This will also decrease the chances of long-term conditions such as cancer. If you or your child needs help quitting, talk to your doctor to discuss your options.


# Cyberbullying.

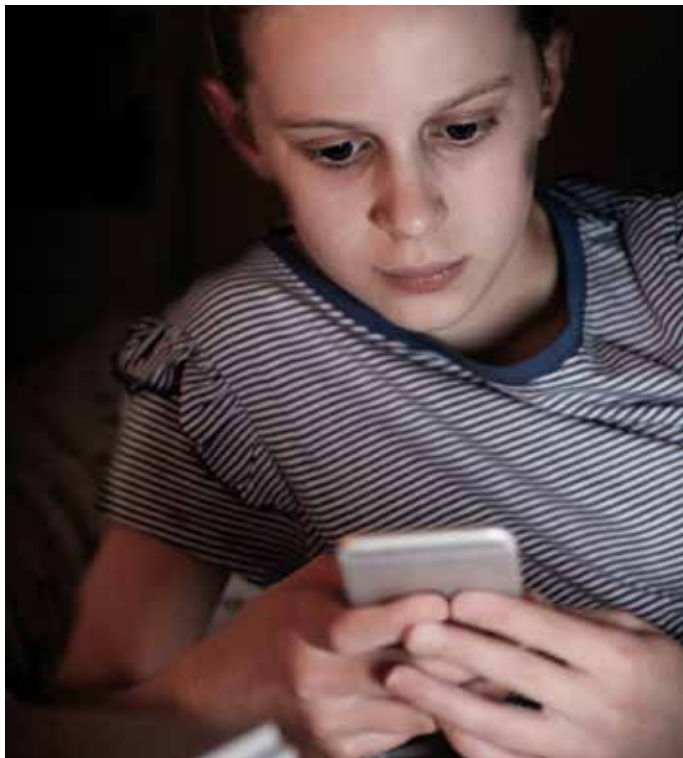
## Know the warning signs.

Cyberbullying, or online bullying, is just as serious as in-person bullying. Often it happens around a child's use of a device, such as a phone or tablet. Warning signs of cyberbullying include:

- Strong emotional reactions when using a device. This includes anger, laughter or upset.
- Noticeable increases or decreases in the use of a device.
- Hiding a device when a parent is around.
- Deleting social network accounts or creating new ones.
- No longer enjoying social situations they used to enjoy.

If you see these warning signs, talk to your child. It helps to document the harmful posts or content. Most social media platforms allow you to report harmful behavior. Most importantly, give your child support. Peers, mentors, other trusted adults or mental health professionals can provide support.

 **Don't wait.** To learn more about recognizing and stopping cyberbullying, visit [stopbullying.gov](http://stopbullying.gov).




## Charting health.

### Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, such as sleep, safety, childhood diseases and what to expect as your child grows.

 **Time for a checkup?** We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-800-992-9940, TTY 711**. Or visit our member website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the UnitedHealthcare **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](http://myuhc.com/CommunityPlan)  
Health4Me®**

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

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

**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 (toll-free).

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

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

**[KidsHealth.org](http://KidsHealth.org)**

**Want to receive information electronically?** Call Member Services 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)  
1-601-576-4162 (local)**



# Shared decision making.

**Your decisions make a difference in mental health care.**

Shared decision making allows you and your provider to be partners in your child's treatment plan. You and your child are able to speak up about treatment options. Your provider values your opinion. Tell your provider what you value and think is the best plan. This can help guide the decisions on what treatment plan is the best for you and your child.

This is important for mental health care because you are the biggest expert of your own life. The more you tell your provider about yourself and your children, the more likely the treatment plan will succeed. It is important to share things such as your experiences, life history, preferences, values, cultural beliefs, what treatments have or have not worked in the past, and what matters to you.

It is the role of your provider to know you and help make decisions about the care your child receives. Your provider knows available treatment options and resources, and through shared decision making can determine what option is best for you and your child.

Prepare for your visit by making a list of questions and/or concerns. At the visit, tell your provider about the things that are important to you and be willing to say why these things are important. Ask questions and take notes. Also, don't be afraid to contact your provider if you decide you are not happy with the decision that has been made. Your provider is there to treat you and your child with the best care possible while considering your decisions.



# Where to recertify.

 **UnitedHealthcare**<sup>®</sup>  
Community Plan

AMC-051-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 Estación exterior. 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  
528 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



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](mailto: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**, Monday through Friday, 7:30 a.m. to 5:30 p.m. CT (and 7:30 a.m. – 8:00 p.m. CT on Wednesday). We are also available 8:00 a.m. to 5:00 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**, Monday through Friday, 7:30 a.m. to 5:30 p.m. CT (and 7:30 a.m. – 8:00 p.m. CT on Wednesday). We are also available 8:00 a.m. to 5:00 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**.

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

Si usted piensa que ha sido tratado injustamente por razones como su sexo, edad, raza, color, discapacidad u 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 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 7:30 a.m. a 5:30 p.m. CT (y de 7:30 a.m. a 8:00 p.m. CT los miércoles). También estamos disponibles de 8:00 a.m. a 5:00 p.m. CT el primer sábado y domingo de cada mes.

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 7:30 a.m. a 5:30 p.m. CT (y de 7:30 a.m. a 8:00 p.m. CT los miércoles). También estamos disponibles de 8:00 a.m. a 5:00 p.m. CT el primer sábado y domingo de cada mes.