



Health Talk



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Summer 2021

United
Healthcare®
Community Plan

Find Dr. Health E. Hound®

Count how many places he appears in the newsletter. You can find the answer at the bottom of page 6.



Healthy baby

Earn rewards during your pregnancy

The earlier you start your prenatal care, or care you receive while pregnant, the better. Regular prenatal care can help keep you and your baby healthy.

By attending your prenatal appointments, you can earn rewards through our Healthy First Steps® program. Rewards are also given for attending postpartum visits after you give birth and for attending your baby's well-child visits during the first 15 months.



Take the next step. Sign up for Healthy First Steps today to start earning rewards for having a healthy pregnancy. Visit UHCHealthyFirstSteps.com to register. Or call **1-800-599-5985, TTY 711**, for more information.

UnitedHealthcare Community Plan
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Ridgeland, MS 39157

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Teens and substance use

Substance use is common among teens. According to the Centers for Disease Control and Prevention, about $\frac{2}{3}$ of 12th grade students have tried alcohol, and more than half of high schoolers have tried marijuana.

Using substances as a teenager has been shown to affect brain development. It is also linked to risky behaviors, such as unprotected sex and dangerous driving. And it can cause problems for the teenager later in life. It increases the chance of heart disease, high blood pressure and sleep disorders.

Having a discussion with your teenager about using substances may be difficult, but it can help. Show interest in their hobbies and plan to spend quality time with your teen. This can help you bring up the subject in a natural way. Try not to use harsh or judgmental words during the discussion.



Get guidance. For more information about substance and alcohol use, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

Ask Dr. Health E. Hound[®]

Q: How much screen time is too much?

A: Screen time limits depend on your child's age and how the technology is being used. Screens include smartphones, computers, tablets and TVs. The American Academy of Pediatrics (AAP) says children under 2 should have no screen time — except for video chatting with relatives. Instead of screens, simple puzzles, picture books, and arts and crafts can keep toddlers busy in a healthier way.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. There are several ways you can limit your child's screen time this summer:

- Set up rules
- Create time limits
- Keep TVs, tablets and computers out of your child's room
- Set an example by staying active with physical and outdoor activities



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

Prevention is the best medicine

Regular appointments and screenings can help take charge of your child's health

Preventive care is important. It helps keep your child healthy. Preventive care includes routine well exams, screenings and vaccines to keep your child from getting sick or developing other health problems.

Well-child visits

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

Your child should have well-child visits at the following ages:

- 3 to 5 days
- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- Annually after 3 years

These visits help make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they need
- Talk to your child about important health and safety topics for their age
- Make sure your child is developing well

Screenings

Screenings can help catch common illnesses and conditions early. When problems are caught early, they are easier to take care of.

- **Lead screening.** If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.
- **Developmental and behavioral screenings.** These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old — or anytime you have a concern.



Time for a checkup? Call your child's primary care provider today to find out if they are up to date with all recommended screenings and vaccines. Make an appointment if your child is due for a visit.



Vaccines save lives

Vaccines are one of the best ways you can protect your child from serious diseases that may require time in the hospital. Everyone aged 6 months and older should get a flu shot each year. See the chart below for more childhood vaccine recommendations from the Centers for Disease Control and Prevention.



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Vaccines for kids (in order of when the first dose should be received)	Shots for babies (birth–18 months)	Booster shots for young children (4–6 years)	Shots for preteens (11–12 years)
Hepatitis B (HepB)	X X X		
Rotavirus (RV)	X X X		
Diphtheria, tetanus, pertussis (DTaP)	X X X X	X	X
Haemophilus influenzae type b (Hib)	X X X X		
Pneumococcal disease (PCV13)	X X X X		
Polio (IPV)	X X X	X	
Influenza (flu)	yearly	yearly	yearly
Measles, mumps, rubella (MMR)	X	X	
Chickenpox (varicella)	X	X	
Hepatitis A (HepA)	X		
Human papillomavirus (HPV)			X X
Meningococcal disease			X

Talk to your child’s provider about which vaccines your child needs. If your child has fallen behind schedule with their vaccines, it is not too late to make up the ones they missed. Staying on schedule with vaccines protects your child as well as others from getting sick.



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Farm to Fork returns

We are pleased to announce the Farm to Fork program restarted in May of this year for our Community Plan Members. Due to coronavirus, it has a limited capacity and different look. For more details, contact Member Services at **1-800-992-9940, TTY 711.**

Need to recertify?

If you have questions about recertification or the Mississippi CHIP program, you can ask your county’s Regional Medicaid 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.



Learn more.

Find a list of Mississippi

Regional Medicaid Offices at **medicaid.ms.gov/about/office-locations.**

Know where to get care

Primary care, virtual visits, urgent care or emergency room?

When your child is sick or hurt, you may not want to wait to see a provider. Choosing the right place to go will help your child get the treatment they need faster.

When can your child's primary care provider take care of them?

For most illnesses and injuries, your child's primary care provider's office should be the first place you call. They can treat:

- Allergies
- Chronic conditions
- Earache
- Fever
- Sore throat

Your child's primary care provider may be able to give advice for at-home care. They may also be able to call in a prescription to your pharmacy. Your child should also see their provider for well-child visits and any vaccines they need.

When can you use virtual visits?

Ask your child's provider if they offer virtual visits. If they do, think about using virtual visits for non-life-threatening situations.

Virtual visits are good for:

- Cold/flu
- Fever
- Migraine/headaches
- Mild rashes
- Sinus infections
- Behavioral health
- Bronchitis
- Diarrhea

When should you go to urgent care?

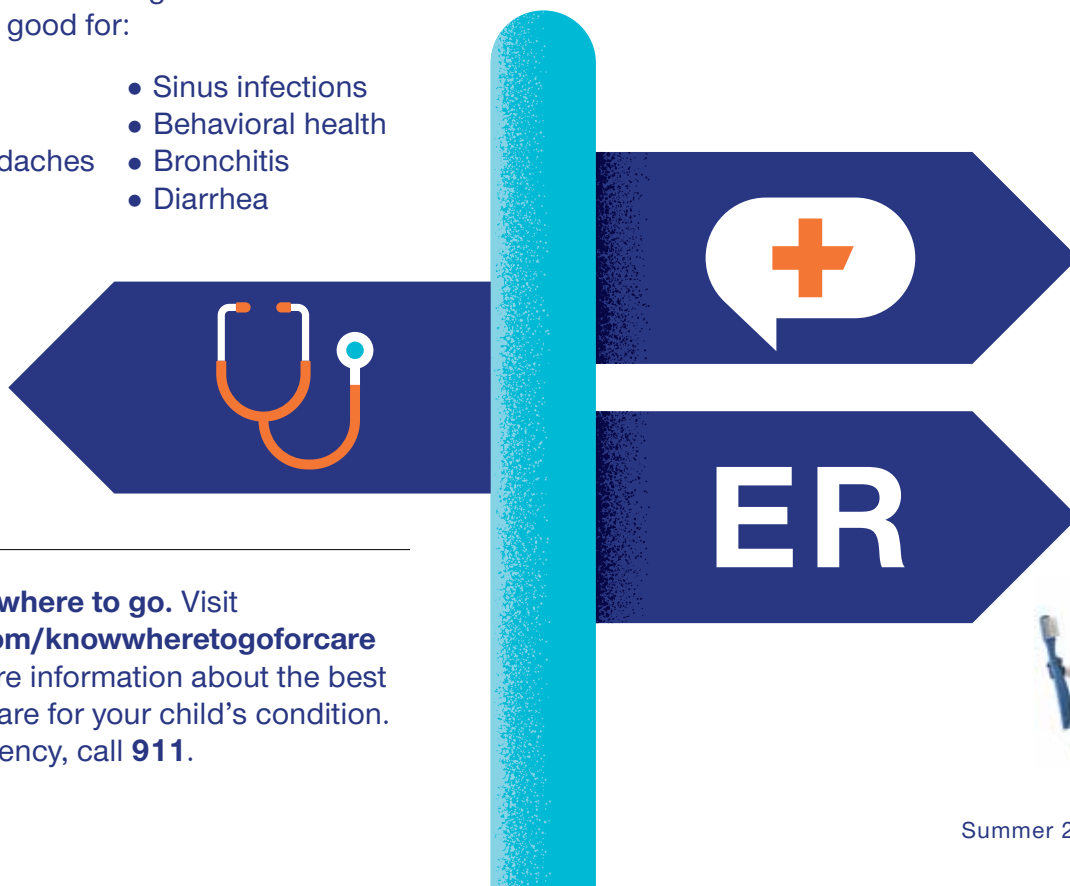
If your child cannot get in to see their provider, you could go to an urgent care center. Urgent care centers take walk-in patients. Go there for:

- Animal and insect bites
- Mild asthma symptoms
- Minor burns
- Minor cuts that may need stitches
- Sprains, strains and minor fractures
- Vomiting

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there for:

- Broken bones
- Difficulty breathing or shortness of breath
- Difficulty speaking or walking
- Fainting or feeling suddenly dizzy or weak
- Pain or pressure in the chest or abdomen
- Sudden or severe pain
- Uncontrollable bleeding



Know where to go. Visit uhc.com/knowwheretogoforcure for more information about the best place to seek care for your child's condition. In a true emergency, call **911**.



Resource corner

Member Services: Find a provider, 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

NurseLine: Get health advice from a nurse 24 hours a day, 7 days a week (toll-free).

1-877-410-0184, TTY 711

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 mental health and substance use resources.

LiveandWorkWell.com

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)

Internal Fraud and Abuse

Hotline: Call if you expect anyone of fraud.

1-866-242-7277, TTY 711

Play every day

Physical exercise is important. Guidelines say children ages 6 and older should get about 60 minutes of active play every day. In the word search below, find these 10 ideas for ways to be active this summer.

- BIKE
- DANCE
- JUMP ROPE
- SWIM
- WALK
- SOCCER
- KICKBALL
- HOPSCOTCH
- RUN
- PLAY TAG



E P O R P M U J D K B G
K Z M H J S I A R L I B
C J T R C L N W R A K B
G J H E P C F E S W E H
P M P O E I C L S G D D
N Y F C P C C N E T H P
E M J X O S G R K C L Z
R G D S K I C K B A L L
U C Z L I T U O Y V F Z
N F N Z Z E W T T G S Z
Y F J J Q R A O B C L Q
J K B C R G X H A K H Q

Summer self-care

Self-care isn't just for adults. It can help improve your child's physical, mental and emotional health, too. Visit **healthtalkselfcare.myuhc.com** to download a self-care BINGO card. Have your child do a different self-care activity each day until they score BINGO. Save the card to practice self-care year-round.

There are 4 pictures of Dr. Health E. Hound® in this newsletter.



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**.

Chocktaw

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. કૉલ 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**.

Punjabi

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**.