



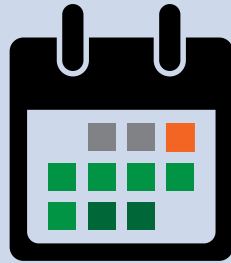
THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## DID YOU KNOW?

People with the flu are contagious one day before symptoms begin. They keep spreading the flu for five to seven days after they get sick.



## Is it the flu?

### Know the symptoms.

Colds and the flu share some symptoms. But people usually feel much worse with the flu. And the flu can come on quickly.

Flu symptoms include:

- fever and chills
- headache and body aches
- fatigue
- cough

Some people may also get an upset stomach or a runny or stuffy nose. The flu can be very dangerous. It can cause severe illness or even death, even in healthy people.



**Flu season is coming.** Protect yourself and your family. Get vaccinated every fall. Everyone 6 months of age or older should get a flu shot. A nasal mist is also an option for some people. Flu vaccines are a covered benefit.



## Quality matters

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give our members better care and services. Each year we report how well we are providing health care services to our members. Many of the things we report on are major public health issues.

In 2013, our goals included increasing the number of members who had:

- infant, child and teen well visits.
- pap smears.
- cholesterol screens.
- breast cancer screenings.

In 2014, we found that more babies were getting well visits. Also, more women were getting mammograms. Plus, many more members were having their BMI measured. (BMI is part of screening for obesity.) However, we found that not enough teenagers were having annual well visits.

In 2014–2015, we will keep encouraging our members to get needed services. We want to see more:

- annual well visits for teenagers.
- annual eye exams and HbA1c testing for diabetic members.



**Get it all.** If you would like to know more about our Quality Improvement program and our progress toward meeting goals, please call toll-free **1-877-743-8731 (TTY 711)**.

## Get results

### Thank you for taking our member satisfaction survey.

Each year, UnitedHealthcare Community Plan members are asked to take the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey shows our members' overall satisfaction with their health care. It asks how you like the health plan, your doctor and our call center. It wants to know how easy it was to see a doctor over the past six months.

This year's CAHPS results showed that MississippiCAN members said their relationships with their doctors got better. They also said respect and customer service improved. They rated their overall health care experience higher than the previous year. One measure that stood out was coordination of care by the plan.

We will continue to review the CAHPS results. We will see how they can be used to make more improvements this coming year.



**Thank you.** UnitedHealthcare would like to thank all of our members who participated in the survey. Please continue to tell us about your experience. We want your help improving health care and services for you and your family.



# Talk about tobacco

## Stop smoking before it starts.

The health risks of smoking are well known. Yet kids are still picking up the habit. Here are some facts from the Centers for Disease Control and Prevention:

- Nine out of 10 adults who smoke started before they were 18.
- Every day about 2,100 kids become regular smokers.
- 6.7 percent of middle school students use tobacco. So do 23.3 percent of high school students.
- Between 2011 and 2012, use of electronic cigarettes by youth doubled.
- 5.6 million of today's young smokers will one day die from smoking.



**Set a good example.** Do you smoke? The Great American Smokeout might be a good day for you to quit. This year's date is Nov. 20. Get support from your local Quitline at **1-800-QUITNOW (1-800-784-8669)**.

## YOUR BREAST CHANCE

Screenings can help find breast cancer before there are any symptoms. Breast cancer can be cured if it is found early. The American Cancer Society recommends:

- **SELF-EXAM:** Start doing monthly breast self-exams at age 20. A doctor or nurse can show you how. Tell your doctor right away if you notice any changes in the look or feel of your breasts.
- **CLINICAL BREAST EXAM:** Your doctor should check your breasts during a regular physical exam. Women ages 20 to 39 should get checked at least once every three years. Exams may be more frequent as you get older.
- **MAMMOGRAM:** Get your first mammogram, called a baseline mammogram, between 35–40 years old. Women aged 40 and older should get this specialized breast X-ray every year.

Women with a higher risk of breast cancer may need a special screening plan. Talk to your provider about your risk factors. Make a plan for regular screening.

**EARN  
A \$25  
REWARD**



**Get rewarded.** If you have a breast cancer screening before December 31, 2014, you could get a \$25 prepaid MasterCard. It's part of our Wellness Reward Program. To find out if you can join the program or to report a completed exam, contact the quality outreach coordinator at **601-718-6918**.



## A healthy start

A good school year is important for both parents and children. That's why we want to make sure that your child has a wellness exam for a healthy start to this school year. Wellness exams are important for every child, every year.

Wellness exams are free for MississippiCAN members. They cover shots to help protect your child against certain diseases. Exams may include a hearing or vision screening to make sure your child is ready for the school year. Wellness exams may also catch small health problems before they get too big.

If your child has not had a wellness exam this year, give him or her a healthy start to this school year. Call the doctor and schedule a wellness exam today.



**Exam time.** If your child has a wellness exam by December 31, 2014, you could get a free \$25 prepaid MasterCard. To report a completed exam, contact the quality outreach coordinator at **601-718-6918**.





# Know the signs

## Could you have diabetes?

Diabetes is getting more and more common. Nearly one in 10 Americans now has it. That's more than 29 million people. However, 8 million of those people don't know they have it. That's why testing is important.

### SYMPTOMS OF TYPE 2 DIABETES

- urinating often
- feeling very hungry or thirsty
- being very tired
- having blurred vision
- healing slowly from cuts and bruises

### RISK FACTORS FOR TYPE 2 DIABETES

- having a family member with diabetes
- being overweight
- being inactive
- being Native American, African American or Hispanic
- having diabetes during pregnancy

## 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)**

**NurseLine** Get 24/7 health advice from a nurse (toll-free).

**1-877-370-4009 (TTY 711)**

**Healthy First Steps** Get pregnancy and parenting support. Join the Baby Blocks rewards program (toll-free).

**1-800-599-5985 (TTY 711)**

**UHCBabyBlocks.com**

**Our website** Use our provider directory or read your Member Handbook.

**UHCommunityPlan.com**

**National Domestic Violence Hotline** Get free, confidential help for domestic abuse (toll-free).

**1-800-799-7233**

**(TTY 1-800-787-3224)**

**Smoking Quitline** Get free help quitting smoking (toll-free).

**1-800-QUIT-NOW (1-800-784-8669)**



**Get checked.** Some people with diabetes have no symptoms or risk factors. It's important to have your blood sugar checked at annual checkups. Need to find a doctor? Visit **UHCommunityPlan.com**.



## The waiting game

As our member, we want you to get the right services at the right time — in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes.

- Emergency: the same day
- Urgent PCP visit: within 1 day or 24 hours
- Routine PCP visit: within 1 week or 7 days
- Specialist visit: within 1 month



**Need help?** If you are having trouble getting an appointment with a provider or need a ride to an appointment, let us know. Call Member Services toll-free at **1-877-743-8731 (TTY 711)**.