



THE KEY TO A GOOD LIFE IS A GREAT PLAN

# Health TALK



## Did you know?

There are 6.3 million children in the United States with asthma. This is 8.6 percent of the under-18 population.

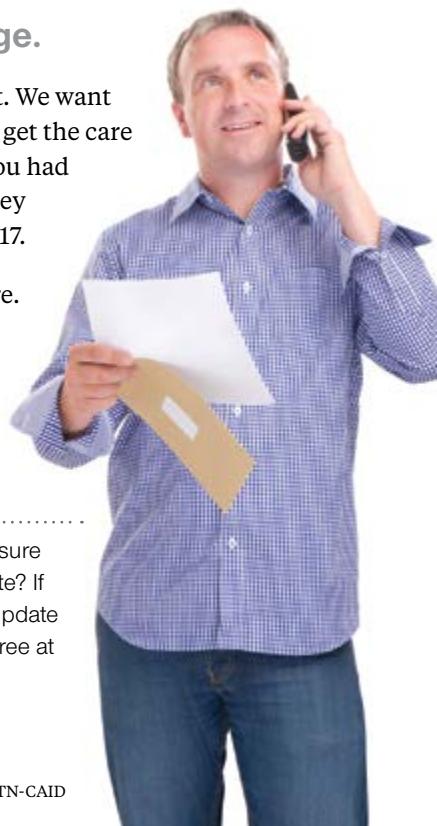


## Don't forget!

### Renew your coverage.

Your health is very important. We want to make sure you continue to get the care you need to stay healthy. If you had TennCare benefits in 2016, they will need to be renewed in 2017.

Watch for mail from TennCare. When you receive mail from TennCare, open it and follow the instructions. If you don't, you could lose your coverage.



### Did you move?

Not sure your address is up to date? If you need to change or update your address, call TennCare toll-free at **1-855-259-0701, TTY 711.**



# STDs can be silent

Many sexually transmitted diseases (STDs) have no signs or symptoms. You can't see if your partner has one. You may not know you have one, and then pass it to your partner. Some STDs can be cured. However, if not treated, they can cause permanent damage.

You can get an STD from any intimate contact. The only way to prevent STDs is to not have skin-to-skin contact. But there are other things you can do to keep from spreading STDs, such as:

- Use a latex condom every time you have sexual contact of any kind.
- Limit the number of sexual partners you have.
- Tell your health care provider about your sexual activity. Be honest.
- Get tested. There are tests for most STDs. For example, sexually active women aged 25 and under should get tested for chlamydia each year.



**Find Dr. Right.** See your primary care provider for STD counseling and testing. Need a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or use the **Health4Me™** app. Or call Customer Services toll-free at **1-800-690-1606, TTY 711**.

## Ask Dr. Health E. Hound

### Q: Why does my child need to be tested for lead?

**A:** Lead is often found in plumbing or paint in older homes.

Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones, or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. The test is done on a few drops of blood. If the test finds lead, treatment can help. Cleaning up sources of lead can prevent lead poisoning from getting worse.



### The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not offer anyone financial rewards for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.

 **Questions?** Just call **1-800-690-1606, TTY 711**, toll-free.



**Learn more.** Read about lead poisoning and other children's health topics at [KidsHealth.org](http://KidsHealth.org).

## By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when, and how to get primary, after-hours, behavioral health, specialty, hospital, and emergency care
- Your member rights and responsibilities
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to request an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse



**Get it all.** You can read the Member Handbook online at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). Or call Customer Services toll-free at **1-800-690-1606, TTY 711**, to request a copy of the handbook.

## Health4Me just got better

We've updated the UnitedHealthcare Health4Me™ mobile app. It has a fresh new look and a better user experience. Now it's even easier to get the health plan information you need, when you need it.

Health4Me has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can pull up your digital member ID card, search for network providers and nearby urgent care centers, see your benefits, and even view your Member Handbook. And that's just the beginning.

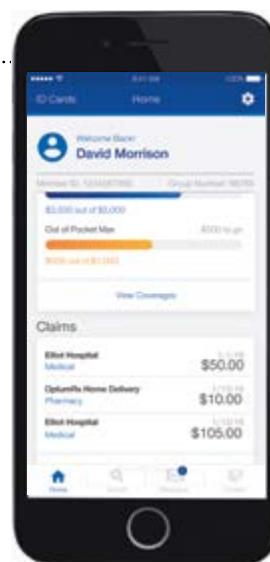


## Spring is here!

### Coping with seasonal allergies and asthma

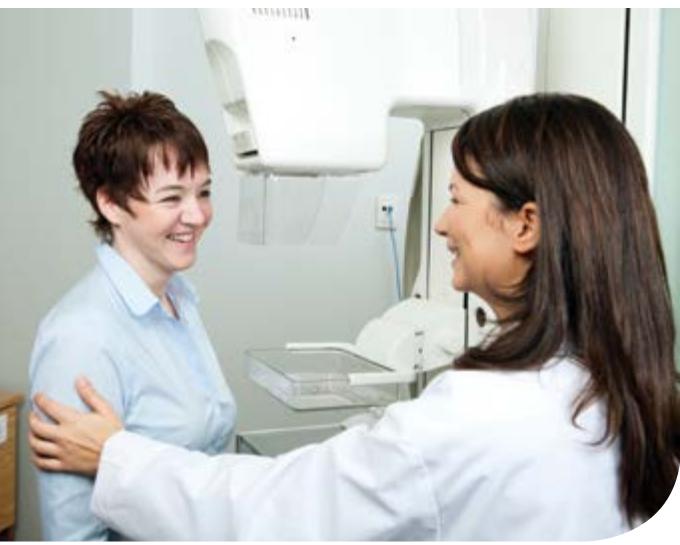
When trees get their leaves, grass grows, and flowers bloom, these plants send pollen into the air. For many people, this means allergy and asthma symptoms get worse in spring. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better.

- **Check air quality.** It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- **If you play, garden, or exercise outdoors,** enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- **After spending time outdoors,** shower and change your clothes. This keeps pollen off your furniture and bedding.
- **Keep windows closed** in your home and car when possible.
- **Take your medicine.** If you have asthma, take your controller medication as prescribed. Carry your quick-relief inhaler with you. Follow your provider's orders for treating other allergy symptoms.



### Don't wait.

Get your health plan in your hands. Download the **Health4Me** app now from the App Store or Google Play.



# Crush cancer

## Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, they are most treatable. Some cancers can even be prevented with screenings. For people at average risk, the American Cancer Society recommends:

**WHAT:** Mammography

**WHY:** To catch breast cancer early

**WHEN:** Annual mammograms and clinical breast exams for women starting at age 40. Clinical breast exams every three years for women in their 20s and 30s.

**WHAT:** Colonoscopy

**WHY:** To catch or prevent colorectal cancer

**WHEN:** Colonoscopy for men and women every 10 years beginning at age 50. Other tests for colorectal cancer are also available; intervals vary.

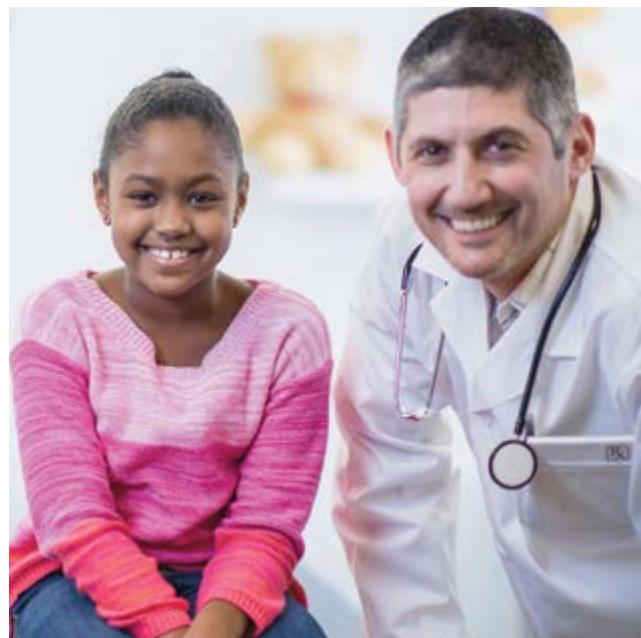
**WHAT:** Pap and HPV screening

**WHY:** To catch or prevent cervical cancer

**WHEN:** Pap screening for women every three years beginning at age 21. Testing can end at age 65 for women with a history of normal Pap results. HPV tests should also be done every five years between ages 30 and 65.



**Are you at risk?** Do you have a family history of cancer? Are you obese, or do you smoke? You may be at higher risk for cancer. Ask your primary care provider if you need to begin screenings at a younger age or get them more often.



# Healthy kids

## Get your child's TennCare Kids checkup.

It is very important for all children to get regular checkups. Getting checkups on time helps find health problems early. When health problems are found early, they are easier to treat. Please take your child for his or her regular checkup at the recommended time. This will help ensure the health of your child. Call your primary care provider (PCP) today and make an appointment.



**Need a ride?** If you need help making an

appointment, please call UnitedHealthcare Community Plan at **1-800-690-1606**. Your child can get a ride to the health care provider for TennCare Kids health services. An adult may ride with the child. TennCare Kids checkups and transportation are at no cost to you.

## Second opinions

A second opinion is when you want to see a second doctor for the same health concern. You can get a second opinion from a network provider for any of your covered benefits. This is your choice. You are not required to get a second opinion.

# Get moving

## Anyone can enjoy being active.

Physical activity may seem hard if you're overweight. You may feel uncomfortable exercising in front of others. You may also get tired quickly. You can overcome these challenges. Not only can you be active at any size, you can have fun and feel good at the same time.

Whether you are younger or older, most anyone can be active. Exercise also can be a lot of fun if you're active with other people. Not only can you spend time with friends, you can also motivate each other to stay active.

Being active may help you live longer and protect you from developing serious health problems. Conditions like type 2 diabetes, heart disease, and stroke are less likely with regular physical activity. Exercise has lots of benefits like:

- Lower blood pressure and blood glucose
- Healthy bones, muscles, and joints
- A strong heart and lungs
- Better sleep at night and improved mood

When combined with healthy eating, an active lifestyle may also help you control your weight.



**See your PCP.** Always check with your primary care provider (PCP) to see what is safe for you and your family. If you have been inactive, start slowly and see how you feel. Slowly increase how long you are active. You also should talk with your PCP if you are unsure of your health or have any concerns that physical activity may be unsafe for you.



## Find a doc

Need help finding an in-network doctor? You can call us at **1-800-690-1606, TTY 711**, to find out if a doctor is in our network or to get the following information about a doctor:

- Name, address, telephone number
- Professional qualifications
- Specialty
- Medical school attended
- Residency completion
- Board certification status
- Languages spoken

# Get results

## Our Quality Management program

UnitedHealthcare Community Plan wants you to get the best care and service. That's why we have a Quality Management (QM) program. Our QM program helps us learn what we can do better. Our member health programs:

- Help people with conditions like asthma, diabetes, heart disease, depression, bipolar disorder, and schizophrenia
- Help pregnant women have healthy babies
- Help people stay healthy with shots, screenings, and tests
- Improve patient safety
- Make sure members are happy with the plan
- Make sure doctors and other health care professionals meet our standards

We use national standards. The National Committee for Quality Assurance (NCQA) writes them. NCQA is an independent agency. It compares the quality of health plans. We measure our progress using NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers & Systems (CAHPS®). HEDIS and CAHPS results are given in a national report card. Below you will find our 2016 TennCare HEDIS® and CAHPS® highlights. They compare our results to national averages:

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS 2015 National Medicaid 50th Percentile**
<b>2016 Adult CAHPS® Highlights</b>				
Rating of Health Plan*	59.67%	61.91%	62.32%	57.93%
Rating of Personal Doctor*	63.50%	73.59%	66.13%	64.66%
Rating of all Health Care*	48.36%	55.11%	53.33%	52.56%
Rating of Specialist*	63.91%	73.64%	64.94%	65.06%
How Well Doctors Communicate#	89.74%	92.22%	88.82%	90.66%
<b>2016 Child+ CAHPS® Highlights-General Population</b>				
Rating of Health Plan*	76.09%	73.87%	75.94%	68.71%
Rating of Personal Doctor*	76.49%	79.55%	74.04%	74.58%
Rating of all Health Care*	71.33%	72.60%	68.59%	66.41%
Rating of Specialist*	71.31%	79.09%	N/A	70.75%
How Well Doctors Communicate#	93.12%	94.75%	91.49%	93.14%
<b>2016 HEDIS® Measures</b>				
<b>Women's Health:</b>				
Breast Cancer Screening	49.25%	56.11%	46.80%	58.34%
Timeliness of Prenatal Care	76.64%	83.95%	70.07%	85.19%
Postpartum Care	49.64%	60.74%	43.07%	62.77%
<b>Diabetes Care:</b>				
A1C Level Testing	83.31%	84.00%	80.67%	86.20%
Retinal Eye Exam Performed	41.65%	49.60%	43.73%	54.74%
Diabetic Blood Pressure Control <140/90	61.34%	64.40%	53.07%	62.23%
Monitoring for Kidney Disease	90.44%	90.80%	92.93%	81.75%
<b>Behavioral Health:</b>				
Antidepressant Medication Management—Effective Continuation Phase Treatment	31.27%	36.53%	29.50%	34.02%

\*Population eligible members were 17 years of age and younger as of 12/31/2015.

#Percentage reflects members who rated their plan/provider 9 or 10 on a scale of 0-10, 10 being best.

\*\*A assigned when number of respondents total less than 100.

#Percentage reflects respondents indicating 'always' or 'usually.'

\*\*TennCare Annual HEDIS/CAHPS report- NCQA Quality Compass 2015 National Medicaid Benchmark

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



**Learn more.** If you would like to know more about our quality health programs, visit [UHCCommunityPlan.com](http://UHCCommunityPlan.com).

A paper copy of our QM Program Description is available upon request. Please call Customer Services at **1-800-690-1606, TTY 711**, for a copy.



# Eat well

## Good food can improve your health.

Paying attention to your food habits can be the first step to helping you and your family eat better. Nutrients like vitamins, minerals, and dietary fiber nourish your body by giving it what it needs to be healthy. Eating these foods regularly will improve your health:

- Fruits and vegetables
- Whole grains, like oatmeal, whole-wheat bread, and brown rice
- Seafood, lean meats, poultry, and eggs
- Fat-free or low-fat milk and cheese, or substitutes (like soy or rice milk) that are high in vitamin D and calcium
- Beans, nuts, and seeds

Always keep healthy snacks available to prevent eating junk food. Low fat yogurt, fresh or dried fruit, and sliced vegetables are great snack options.

If you need to lose weight, ask your primary care provider (PCP) about a healthy body mass index (BMI) and weight since it varies with each person. Losing weight too quickly is not healthy. A slow weight loss weight over 6 months or longer has been shown to improve health.



## See your PCP

Regular health screenings and tests can help keep you and your teen well. Getting the right health services helps you live a healthier life. Which services you need depends on your age, health, and family history. These will also impact which screenings you need and when. Other factors are what you eat, how active you are, and whether you smoke. The best place to go for health services is your regular primary care provider (PCP).



**Take charge.** Schedule an appointment with your PCP today. Be sure to discuss what health services you need and when you need them. If you need help scheduling an appointment, please call UnitedHealthcare Community Plan at **1-800-690-1606, TTY 711**.

## Tips to help you lose weight

- Keep a food diary. Write down everything you eat in a day. This can help you determine triggers that increase eating.
- Only buy what's on your shopping list. Never shop hungry.
- Don't watch television while you eat. This can lead to overeating.
- Eat smaller portions. Box half of your meal before you begin eating at a restaurant. Take the rest home for another meal.
- Get active! Exercise and break a sweat. Swimming, brisk walking, or bike riding are only a few ways to get fit and live an active lifestyle.



## Don't forget

### The importance of keeping your dentist appointment

You plan on making it to your dentist appointment. Then something happens. Maybe you can't find a ride, you get sick, or you just forget.

We can help you get a ride to your dental appointment. Call DentaQuest at **1-855-418-1622, TTY 1-800-466-7566**, two days before your appointment to arrange a ride. Make sure you keep your appointment whenever possible.

Here are some tips to help:

- Mark your appointment on a calendar and in your cell phone calendar.
- If you need to take time off work, make sure to work it out ahead of time.
- If you need a babysitter, or a ride to the dentist, schedule one early so you don't have to scramble at the last minute.
- If you can't make it for any reason, let the dentist know as soon as you know.
- Have the dentist's phone number handy on the day of the appointment. If you're going to be late, call to let them know. They may be able to still fit you in.



**Need help?** DentaQuest provides dental care to members under age 21.

Need help finding a dentist or making an appointment? Call DentaQuest at **1-855-418-1622, TTY 1-800-466-7566**. Or visit their website at [DentaQuest.com](http://DentaQuest.com).



## Expect rewards

### Join Baby Blocks.

Are you expecting a baby? Join Baby Blocks. It's an incentive program for pregnant women and new moms. You can earn up to eight gifts for going to important prenatal, well baby, and postpartum visits. Rewards range from health items, to toys and books, to gift cards.

When you join Baby Blocks, you get more than rewards. You get email and text reminders about upcoming visits. You also get helpful health information at each stage of pregnancy and new parenthood.

**Join today.** Just visit [UHCBabyBlocks.com](http://UHCBabyBlocks.com).

## Health on time

Timely prenatal and postpartum care can help you have a healthy pregnancy, delivery, and recovery. Here's when to see your doctor or midwife:

- At least once before your 12th week
- Every four weeks until your 28th week
- Every two weeks until your 36th week
- Every week until delivery
- Four to six weeks after delivery (plus two weeks after delivery if you have a C-section)



# 10 facts

## Things to know about depression

- 1. Depression affects your thinking.** When you are depressed, your mind can play tricks on you. If you have thoughts of suicide, please call someone immediately. The crisis number is **1-855-CRISIS-1 (1-855-274-7471)**.
- 2. Depression makes it hard to give.** It's very hard to think of other people when you're depressed. All you can think about is your own pain. Try to be active. Take steps that may help you feel better. Try reading a book, taking a walk, or talking to friend.
- 3. Depression is often experienced as anxiety.** Make sure you get a correct diagnosis. This will help you get the best treatment for you.
- 4. Ongoing irritability can be a symptom of depression.** If the world, your life, or your loved ones constantly tick you off, the cause might be something that's going on inside of you.
- 5. Chronic pain can be another symptom of depression.** At the same time, being in continual discomfort can cause you to become depressed.
- 6. Alcohol is a depressant.** So are marijuana and many other recreational or street drugs. Self-medication is not going to get you better. Instead, it may make you worse over time.
- 7. People don't choose to be depressed.** But they do make a choice about how to deal with it. You can choose to do nothing. But denying that you have a problem will only make you feel worse.



- 8. Depression can be as hard on your loved ones as it is on you.** Those closest to you may start to feel unloved. They may distance themselves so they aren't pulled into your pain. Remember that others are counting on you.
- 9. Exercise is the easiest and least expensive cure for depression.** Just walking 30 minutes a day will help you. It may even make your symptoms go away completely.
- 10. Sometimes all it may take is talk therapy.** Think of seeking counseling.



## Take as directed

Sometimes it is hard to take medications as directed. Some people forget to take their medicine. Some people may not take medicine because they don't think it will work. Other people may be afraid of side effects. They may have a hard time using an inhaler or syringe.

Taking your medications as directed is important. Medicine boxes and phone alarm reminders can be helpful if you forget to take your medicine. Your health care provider or pharmacist can also help. They can show you how to use your medication and answer questions. They can help you understand why it is important to take your medication as directed. Taking your medicine as directed can help you stay healthy.

# Smoking kills

## Protect your child from tobacco.

Smoking leads to premature deaths, or deaths that happen before they should. Studies show that more than 100,000 Tennesseans who are under the age of 18 now might someday die from smoking if habits don't change. It is important to protect yourself and your child from the dangers of contact with tobacco. This contact includes secondhand and third-hand smoke.

Secondhand smoke is smoke from burning tobacco products or smoke breathed out when someone is smoking. Millions of children breathe in secondhand smoke in their own homes and communities every day. This can damage their health because their lungs are still developing.

Third-hand smoke is the chemicals from cigarette smoke that get left behind. These chemicals are still around even after the smoke is gone. They stay on things like carpet, clothing, and toys. You can't see them. But you and your child could be touching the same cancer-causing chemicals found in tobacco smoke.



Here are things you can do to stay safe from secondhand and third-hand smoke:

- Do not allow anyone to smoke near you or your child. This includes in your home or car.
- Go to smoke-free restaurants and other public places.
- If you have family or friends who smoke, talk to them about quitting.
- If you are a smoker and want to quit, call your doctor. He or she can help you.



## You can prevent drug addiction

Drug addiction is a preventable disease. Education and outreach are key. They can help youth and the general public understand the risks of using alcohol and drugs. When taking drugs is looked upon as harmful, people are less likely to use them. People experiment with drugs and alcohol for many different reasons. Some may first try drugs out of curiosity. Some may try them to ease a problem.

Use doesn't always lead to abuse. There is no certain point where casual use becomes addiction. It is different for every person. Drug and alcohol abuse and addiction is not about the amount consumed or how often. It has more to do with the consequences of drug use. No matter how often or how little you're using, if it's causing a problem in your life, you likely have an abuse or addiction problem.



**Help is available.** If you think you have a drug or drinking problem, contact your primary care provider. Or call the National Drug and Alcohol Treatment Referral Service at **1-800-662-HELP**.

# Share your wishes

## Do you have a Declaration for Mental Health Treatment?

A Declaration for Mental Health Treatment is a legal form. This form helps you say how you want to be treated if you can't make treatment decisions because of a mental illness. This declaration is only used when you can't make these decisions by yourself. It lets you say which mental health treatments are okay with you. It lets you say which mental health treatments are not okay with you. You can make your choices known about medicines and psychiatric hospitalization. You can also make your choices known about electroconvulsive and other therapies.

Give a copy of your completed declaration form to your mental health provider. Also give a copy to anyone who may help you when you are not able to make decisions by yourself. You may want to give a copy to your health care provider. Be sure you keep a copy for yourself.

There are four steps to making a Declaration for Mental Health Treatment:

1. Complete the Declaration for Mental Health Treatment form.
2. Talk about your choices with two adults who know you.
3. Sign the form in front of two witnesses.
4. Have the witnesses sign the form.



**Learn more.** Visit [tn.gov/behavioral-health](http://tn.gov/behavioral-health) or call the Tennessee Department of Mental Health and Substance Abuse, Office of Consumer Affairs, at **1-800-560-5767**.



## Know your numbers

Almost one in three adults have high blood pressure. It is also called hypertension. This means blood pressure of 140/90 or higher. Blood pressure higher than 120/80 but lower than 140/90 is called prehypertension.

High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease, and congestive heart failure. There are several things you can do to control your blood pressure:

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two (or fewer) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Do not smoke.
- Manage stress.



**See your provider.** If lifestyle changes are not enough, your provider may suggest medication. Be sure to keep all follow-up appointments. Check your blood pressure often.

## Out of network

Most of the time, if you go to a doctor who is out-of-network, TennCare will not pay. But, sometimes, TennCare will pay for a doctor who is out-of-network at no additional cost to you. This could be in emergencies, to see certain specialists, or if we are unable to provide necessary and covered services in-network.

# Who to call



## Numbers to know

UnitedHealthcare wants to hear from you. We are available to help you better understand your health plan. You can ask for help or voice an opinion. You will reach the right person to help you with questions and concerns. Answering your questions and hearing your input is important to us.

### UnitedHealthcare Resources

#### Customer Services

##### **1-800-690-1606**

If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY/TDD number is **711**. Hay una línea telefónica en español para los consumidores hispanos de TennCare. Llame a los Servicios al Cliente al **1-800-690-1606** para más información.

#### Our Websites

##### **UHCCommunityPlan.com**

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Find out about Healthy First Steps and other programs.

##### **UHCRiverValley.com/just4teens**

Get health information just for teens.

#### Nurseline

##### **1-866-263-9168**

Optum® NurseLine<sup>SM</sup> is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

#### Our Member App

##### **Health4Me**

Find providers, call Nurseline, see your ID card, get benefit information, and more from your smartphone or tablet.

#### Transportation

##### **1-866-405-0238**

Get non-emergency transportation to your health care visits.

### Baby Blocks

#### **UHCBabyBlocks.com**

Join a rewards program for pregnant women and new moms.

### TennCare Resources

#### DentaQuest

##### **1-855-418-1622**

##### **DentaQuest.com**

DentaQuest provides dental care for members under age 21.

#### Health Insurance Exchange

##### **1-800-318-2596**

##### **Healthcare.gov**

Apply for TennCare.

#### TennCare

##### **1-866-311-4287**

##### **TTY 1-877-779-3103**

Learn more about TennCare.

#### TennCare Advocacy Program

##### **1-800-758-1638**

##### **TTY 1-877-779-3103**

Free advocacy for TennCare members. They can help you understand your plan and get treatment.

#### Tennessee Health Connection

##### **1-855-259-0701**

Get help with TennCare or report changes.

### Community Resources

#### Care4Life

##### **Care4Life.com**

Get free text messages to help manage diabetes.

### KidsHealth

#### **KidsHealth.org**

Get trusted kids' health information, written for parents, children, or teens.

#### Text4Baby

Get free text messages to help you through pregnancy and your baby's first year. Text **BABY** to **511411** or register at **Text4baby.org**.

#### Tennessee Suicide Prevention Network

##### **1-800-273-TALK**

##### **(1-800-273-8255)**

##### **TSPN.org**

Talk to a suicide prevention counselor.

#### Tennessee Statewide 24/7 Crisis Line

##### **1-855-CRISIS-1**

##### **(1-855-274-7471)**

Get immediate help for behavioral health emergencies.

#### Tennessee Tobacco Quitline

##### **1-800-QUITNOW**

##### **(1-800-784-8669)**

##### **Quitline.com**

##### or **1-877-44U-QUIT**

##### **(1-877-448-7848)**

Get free help quitting tobacco in English or Spanish. Special help is available for pregnant women.

#### Tennessee Department Of Human Services

##### **1-866-311-4287**

Family Assistance Service Center Help Desk

If you speak a language other than English, help in your language is available for free. This webpage tells you how to get help in a language other than English. You can call us and ask us to mail you a free copy of this information.

**Spanish:** Espanol

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-259-0701 (TTY: 1-800-848-0298).

## Kurdish: کوردى

ئاگادارى: ئەگەر بە زمانى كور دىقىسەدەكەيت، خزمەتگوزارىي مکانى يارمەتى زمان، بەخۆرايى، بۇ تو دەستەبەر كراوه. پەھىوندى بىكەبە  
1-855-259-0701 .TTY (1-800-848-0298)

## Arabic: العربية

العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-259-0701 (رقم هاتف الصم والبكم) 1-800-848-0298

**Chinese:** 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-259-0701  
(TTY 1-800-848-0298)。

## Vietnamese: Tiếng Việt

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-259-0701 (TTY: 1-800-848-0298).

## Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
1-855-259-0701(TTY: 1-800-848-0298)번으로 전화해 주십시오.

**French:**                   **Français**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-259-0701 (ATS : 1-800-848-0298).

**Amharic:** አማርኛ

ማስታወሻ: የሚገኘውን ቁንቃ አማራር ከሆነ የአስተርጻሚ አገልግሎት በንግድ ይቀርብልዋል፡፡በስላክ ቁጥር 1-855-259-0701 ይደውሉ፡፡ (መስማት ለተሳኔችው፡ 1-800-848-0298).

## Gujarati: ગુજરાતી

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-259-0701 (TTY: 1-800-848-0298).

**Laotian:** ລາວ

ແຜນອາບ: ຖ້າທ່ານເວົ້າພາສາລາວແມ່ນມີການບໍລິການຂວາຍເຫຼືອດ້ານພາສາບໍລະຍຄ້າຝ່ອມໄຫ້ທ່ານ.  
ໂທ 1-855-259-0701 (TTY: 1-800-848-0298).

**German:** Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-259-0701 (TTY: 1-800-848-0298).

**Tagalog: Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-259-0701 (TTY: 1-800-848-0298).

**Hindi: हिंदी**

ध्यान दें: यदि आप हिंदी बोलते /ती हैं, तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-259-0701 (TTY: 1-800-848-0298) पर कॉल करें।

**Serbo-Croatian: Srpsko-hrvatski**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-259-0701 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1- 800-848-0298).

**Russian: Русский**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 10701-259-855- (телефон: 10298-848-800-).

**Nepali: नेपाली**

ध्यान दिनहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्नि भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-855-259-0701 (टिटिवाइ: 1-800-848-0298)।

**Persian:**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با تماس بگیرید. (TTY: 1-800-848-0298) 1-855-259-0701

## **Do you need help talking with us or reading what we send you?**

- **Do you have a disability and need help getting care or taking part in one of our programs or services?**
- **Or do you have more questions about your health care?**

**Call us for free at 800-690-1606. We can connect you with the free help or service you need.  
(For TTY call: 711)**

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone. Here are three places where you can file a complaint:

**UnitedHealthcare Community Plan**

**Attn: Appeals and Grievances**  
2035 Lakeside Centre Way, Suite 200  
Knoxville, TN 37922  
**Phone:** 800-690-1606 TTY: 711

**You can get a complaint form online at:**

<http://www.tn.gov/hcfa/article/civil-rights-compliance>

**You can get a complaint form online at:**

<http://www.hhs.gov/ocr/office/file/index.html>

**Or you can file a complaint online at:**

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

**Reporting Fraud and Abuse (REQUIRED in Newsletters Only):****English:**

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 800-433-3982 or go online to <http://www.tn.gov/tenncare/fraud.shtml>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 800-433-5454.

**Spanish:**

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al 800-433-3982. O visítenos en línea en <http://www.tn.gov/tenncare/fraud.shtml>. Para reportar fraude o maltrato de un paciente por parte de un proveedor a la Unidad de Control de Fraude Médico de la Oficina de Investigación de Tennessee (Tennessee Bureau of Investigation's Medicaid Fraud Control Unit, TBI MFCU), llame gratis al 800-433-5454.

**Health Care Finance and Administration**

**Office of Civil Rights Compliance**  
310 Great Circle Road, Floor 4W  
Nashville, Tennessee 37243  
**Email:** HCFA.Fairtreatment@tn.gov  
**Phone:** 855-857-1673 (TRS 711)

**U.S. Department of Health & Human Services**

**Office for Civil Rights**  
200 Independence Ave SW, Rm 509F, HHH Bldg.  
Washington D.C. 20201  
**Phone:** 800-368-1019 (TDD): 800-537-7697