



THE KEY TO A GOOD LIFE IS A GREAT PLAN
HealthTALK

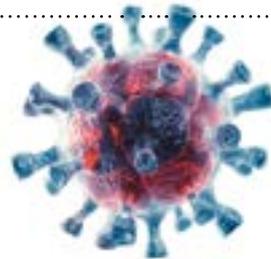


Watch and learn

Visit myuhc.com/CommunityPlan for short introductions to your health plan. These videos explain how to get the most out of your benefits. They are great for both new and experienced members.



Be flu free



Get your flu vaccine soon

Flu season is coming. The flu spreads easily. It can make you feel awful and cause you to miss several days of work or school. It can also be dangerous or even deadly.

The best way to prevent the flu is to get vaccinated. Everyone 6 months of age and older should get a flu shot every fall. Following these tips can also help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.

 **Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan or use the **Health4Me** app to find a location near you.

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UnitedHealthcare Community Plan
8 Cadillac Drive, Suite 100
Brentwood, TN 37027

You can quit

Join the Great American Smokeout.

Tobacco use is the largest preventable cause of disease and early death. Nearly 42 million people in the United States smoke. Are you one of them?

Quitting smoking is not easy. It's a physical and mental addiction. Medicine and support can help. Pick a date and make a plan. The Great American Smokeout is a good day to quit — even if it's only for one day. This year's date is Nov. 17.



You can do it. Talk to your primary care provider (PCP) about quitting. You can also call your local Quitline toll-free at **1-800-QUITNOW (1-800-784-8669)** for free help. Visit **cancer.org/smokeout** for more resources.

Get results

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.

Last year one of our goals was to increase the number of eye exams, HbA1c, and kidney function tests that our diabetic members have. We found that more of our diabetic members had these tests done. This year our goal for our diabetic members is not just more tests, but better test results.

Another one of our goals was to increase the number of women who saw their doctor 3–8 weeks after having a baby. We found that more of our patients had these visits. This year we will focus on helping pregnant women start seeing their providers early and going throughout their pregnancy.

In the coming year, we want to increase the number of members who have dental checkups. Plus, we want to make sure more children have yearly checkups.

We also do member surveys each year. They show how well we are meeting our members' needs. Our 2016 surveys showed overall improvement in how our members rated their health care. This year we will work on improving satisfaction. We will improve the materials and information that we provide. Our goal is for members to better understand their health plan benefits.



Get it all. Want to know more about our Quality Improvement Program? Call Customer Services or visit **myuhc.com/CommunityPlan**.

Know the risks

Breast cancer is the second most common form of cancer among women. There are many risk factors for breast cancer. Most of them are out of your control, like family history. But some relate to your lifestyle. You can reduce your risk of breast cancer by keeping a healthy weight and exercising. Limiting how much alcohol you drink may also help.

It is important for most women 40 and over to get a mammogram every two years. This breast X-ray can detect breast cancer at an early stage. Breast cancer can be cured most of the time if it is caught early.

Talk to your health care provider about your breast cancer risk. Your health care provider may suggest a different screening schedule for you. Some women should start screening earlier or get different tests. Others need mammograms less often.



Know your benefits. Do you have questions about your benefits for breast cancer detection and treatment? See your Member Handbook or call Customer Services.



Lighten up

Heart-healthy green bean casserole recipe

Green bean casserole is a holiday favorite. But it can be loaded with salt, fat, and calories. Try this healthy version from the American Heart Association instead. At just 77 calories and 138 mg of sodium per serving, your heart will thank you.



Ingredients

- 1 lb. frozen green beans, thawed
- 10.5 oz. low-sodium cream of mushroom soup
- ½ cup low-fat sour cream
- ½ tsp. pepper
- 1 small onion, cut into thin strips
- nonstick cooking spray
- ¼ cup flour

Directions

1. Preheat oven to 350 degrees.
2. In a 9x13 casserole dish, combine green beans, soup, sour cream and pepper. Stir until well mixed. Bake for 20 minutes.
3. While casserole bakes, spread out onion sticks. Lightly spray with cooking spray.
4. Sprinkle flour over onion pieces, tossing to coat.
5. Spray a medium-large skillet with cooking spray. Heat to medium-high heat. Add onions and cook until crispy.
6. Remove casserole from oven. Add ½ onions and stir well.
7. Top with remaining half and return to oven. Bake 5 minutes more.

Serves 8



Cook light. Visit Heart.org for more recipes and tips for a heart-healthy lifestyle.

Growing up

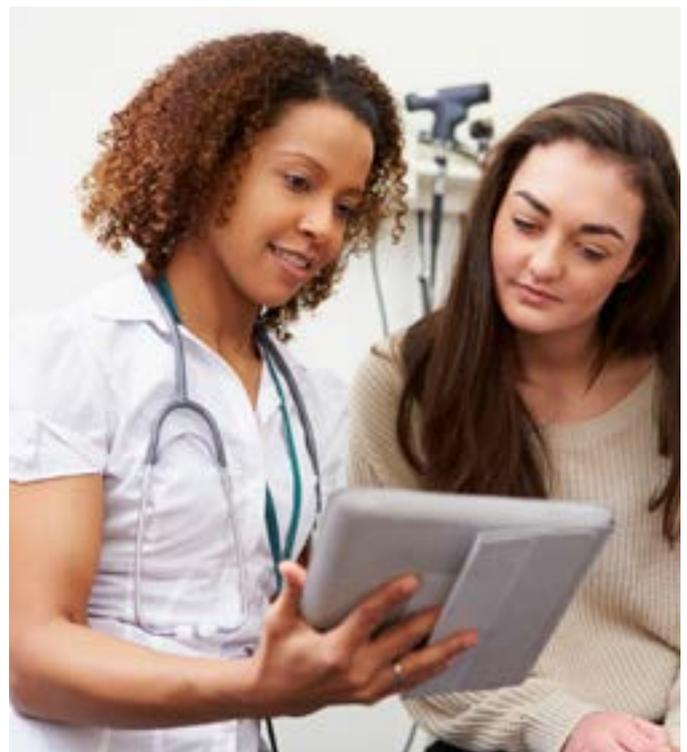
Teenagers can start learning to be health care consumers. Becoming involved with their own care can help teens build self-esteem and become more independent. Parents can teach their teens health care skills such as:

- making medical and dental appointments
- writing a list of questions to ask at appointments
- talking with the provider
- filling out forms
- understanding medications

Teens have different health care needs than children. Your teen may be ready to switch from a pediatrician to a primary care provider who treats adults. Your daughter may need a woman's health provider such as an OB/GYN.



We can help. UnitedHealthcare Community Plan can help your teen choose the right provider. Call Customer Services, visit myuhc.com/CommunityPlan or use the **Health4Me** app.



The DentaQuest Quality Improvement Program

DentaQuest wants to provide you with the very best dental services. They have a Quality Improvement Program. It that measures how well they are doing. They use it to look closely at all of the dentists in the plan. They want to make sure that they provide the best dental care for your needs.



DentaQuest looks at the Quality Improvement Program every year. It makes changes in how they provide services to keep making them better.

Each year DentaQuest calls TennCare members to ask how happy they are with their dental care and dental plan. The results from the 2015 survey among those having a dental visit in the last 12 months are:

- **Overall, how happy are you with your dentist?** 84% said very satisfied.
- **Overall, how satisfied are you with the dental care that you received in the past 12 months?** 85% said very satisfied.
- **In general, how would you rate the overall condition of your teeth and gums today?** 90% said very good or good.
- **Have you seen an improvement in your teeth and gums over the last 12 months?** 81% said yes.



Get a copy. For a copy of DentaQuest's Annual Quality Improvement Program, call DentaQuest at **1-855-418-1622**.



Fear factor

Should you join your child in the dental treatment room?

As a parent you may want to be with your child during dental treatment. This can be both a good idea and a bad one. It depends on your child's age and behavior. Some children might benefit from having a parent with them. But others may not.

For some children, a parent in the treatment room with their child may:

- distract the child from the dentist
- distract the dentist and staff from the patient
- erode the dentist's authority
- raise the child's level of fear, especially if the parent is nervous

The dentist has your child's best interest in mind. He or she will let you know if you should join your child in the treatment room. You will be told about the office policy regarding being in the treatment room with your child. However, it is your right to join your child in the treatment room. If you do not feel comfortable with the office policy, you can choose a different dental office for your child.



Time for teeth. 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**.

Protect your health

Do you know the risks of drinking?

Drinking too much alcohol can harm your physical and mental health. It even lead to death. The best way to stay healthy is to avoid alcohol and drugs completely. For some people, it's even more important to not drink any alcohol. Don't drink if you are:

- younger than age 21
- pregnant or may be pregnant
- driving
- taking certain prescription or over-the-counter medications
- suffering from certain medical conditions
- unable to control the amount you drink

If you do drink, too much alcohol can cause immediate or long-term problems such as:

- injuries
- violence
- alcohol poisoning
- risky sexual behaviors
- miscarriage and stillbirth
- chronic conditions including high blood pressure, heart disease, or liver disease
- cancer
- depression and anxiety
- alcohol dependence or alcoholism



If you already drink alcohol:

- Choose not to drink too much yourself. Help others not do it.
- If you choose to drink alcohol, limit it to no more than one drink per day for women and no more than two drinks per day for men.
- If you think you may have a drinking problem, call your primary care provider and schedule an appointment.



Help is here. Call SAMHSA's National Helpline Substance Abuse and Mental Health Services Administration at **1-800-662-HELP (4357) (TTY 1-800-487-4889)**. They offer free and confidential information in English and Spanish. They help people and family members facing substance abuse and mental health issues. They are available 24 hours a day, 7 days a week.



Just for men

Prostate problems are common in men over 50. As men age, the prostate often gets bigger. When this happens, some men have trouble urinating. They may have frequent or painful urination. Some men may have pain with sex, along with discomfort in the lower back or groin. A health care provider can help you find relief for these and other prostate problems.

Most of the time, prostate problems are not caused by cancer. However, prostate cancer is the second most common cancer in men. When caught early, it is very curable. That is why it is important for men over 50 to be checked for prostate problems. African-American men and men whose father, brother or son had prostate cancer should get checked starting at 45.



One size does not fit all

Does your child have attention deficit/hyperactivity disorder (ADHD)? Is he or she taking medicine for ADHD? If so, it is important to make and keep appointments with his or her health care provider.

A “one-size-fits-all” plan does not work for children with ADHD. What works for one child may not work for another. The child, the family, and the health care provider should talk about it and make a plan for treatment.

If medicine is used, the health care provider prescribes it. A child who takes medicine must be seen by the health care provider to make sure he or she is getting the right medicine and the right dose. This will happen at follow-up visits. Follow-up visits should happen within 30 days after the first ADHD visit. Then go at least two more times in the next nine months. Follow-up visits help health care providers see if the medicine is helping.

Keep your TennCare

Do you want to keep your TennCare? Be sure TennCare has your current address.

- **Step 1:** If TennCare has your current address, you do not need to do anything yet. If you haven't given TennCare your current address, you need to call TennCare. It's a free call at **1-855-259-0701**.
- **Step 2:** Watch for mail from TennCare. Open and read any mail from TennCare and follow the directions. If you don't, you could lose your TennCare.

Holiday blues

Dealing with depression during times of cheer

Coping with depression during the holidays can be hard. Everyone seems to be celebrating. But loss, loneliness, stress, money troubles, or other problems can feel overwhelming. It's important to address these feelings. Then you can take steps to help yourself feel better.

- 1. Reach out.** If you feel lonely, find community groups or events to join. Volunteering can also help lift your spirits and help you meet people.
- 2. Make a budget.** Decide how much you can afford before shopping. Don't feel bad about how much you can or can't spend.
- 3. Plan ahead.** Set aside days for activities such as shopping, cooking, and traveling. Learn to say no if you have too much to do and feel overwhelmed.
- 4. Take a timeout.** Make some time for yourself. Find an activity that reduces stress, such as reading, listening to music, or taking a walk.
- 5. Stay healthy.** Make sure to eat well, get plenty of sleep, and stay physically active.



Need help? If you have new or worsening depression symptoms, get help. Talk to your primary care provider (PCP). Or call Customer Services to find a behavioral health provider.



Have a safe pregnancy

Avoid alcohol, tobacco and drug use

If you smoke during pregnancy, your baby is exposed to harmful chemicals. These chemicals can cause the baby to get less oxygen and nutrients. Even secondhand smoke can cause your baby to be born early with a low birth weight.

Using alcohol and drugs is also very harmful to you and your baby during your pregnancy. These can lead to growth, mental or behavioral health problems. You could also suffer a miscarriage or pre-term birth. Some prescription medicines are safe during pregnancy. But there is no safe amount of alcohol or illegal drugs that can be used during pregnancy.

If you are pregnant or considering becoming pregnant, do not drink, smoke or use drugs. This will help you have a healthier pregnancy and a healthier baby.



Quit now. If you are pregnant and you smoke, tell your **health care provider**. He or she can help you find support and quitting programs in your area. You also can call the national QuitLine at **1-800-QUIT-NOW**. If you drink or use drugs, it's never too late to stop. Your **health care provider** can also help you find support for any drug or alcohol use.



Take the Tdap

The Tdap vaccine offers protection from three serious diseases: tetanus, diphtheria, and pertussis (whooping cough). The vaccine is for adults and children.

The most common of the three illnesses is whooping cough. Whooping cough spreads easily. You probably got vaccinated against this disease as a child. However, your protection decreases over time.

Whooping cough can be very dangerous for babies who are less than a year old. They're most likely to catch whooping cough from family members who might not even know they are sick. Anyone who plans to be around a newborn should get the Tdap vaccine to protect themselves and the baby from the disease.

Pregnant women should get the Tdap vaccine during the last part of their pregnancy. This protects the baby until he or she is old enough to get the vaccine.



Protect your family. Get up-to-date on your vaccines before becoming pregnant. Then, get the flu and Tdap vaccine during pregnancy. These vaccines not only protect you, but also protect your baby!

We speak your language

UnitedHealthcare Community Plan wants to communicate with all of our members. This includes those who may not speak English as a first language. We are committed to helping you. We want all services to be available to our members that cannot read or speak English.

We offer our member newsletter and other materials in forms like Braille, large print and other languages.

We also have a Language Line. The Language Line provides a translator for phone calls with us. There is no cost for this service for all members. Just let us know when you call if you need this service.

If you want to find a health care provider that speaks a certain language, we can help with that. There is list of all of our health care providers on our website that includes what languages they speak.



Just ask. Call Customer Services at **1-800-690-1606 (TTY 711)**. Or visit our website at **myuhc.com/CommunityPlan**.



Prevention is key

Go to your primary care provider (PCP) for a yearly checkup. It can help you stay healthy. A checkup can even save your life. You may feel healthy, but you could have a serious health condition you don't know about. Seeing your PCP when you are well can keep you from getting sick. During regular checkups, your PCP may:

- take your family history
- check blood pressure
- check your heart rate
- check your cholesterol level
- suggest other tests if you are at risk for certain illnesses
- perform a prostate or testicular exam (for men)
- perform a breast exam (for women)
- screen for cervical cancer (for women)



Take charge. Take your health into your own hands. Get your checkup now. If you need help making an appointment or getting transportation, call UnitedHealthcare Community Plan at **1-800-690-1606**.



Wired world

How to protect your children when they are online

We are all linked to the internet through our phones, tablets, and computers. Using these devices allows the outside world to come into your family life. You can protect yourself and your children from risky activities. While the internet is great for learning and connecting with others, you must also learn to use it safely. You should learn about the internet yourself. All you need is basic knowledge to help you guide your child.

Key points for internet safety include:

- Keep your desktop computer in a family area. Or make sure your child uses tablets, phones and hand-held devices where you can see them.
- If you're not familiar with the internet, start by learning about it. Why not ask your child for a lesson? It can also help you understand just how much your child does know.
- Set up your own social network accounts. You can try different privacy settings on your own account. This can show you how to best protect your child.
- If most or all of a child's interaction with friends is via computer, this can affect his or her social skills. A healthy family lifestyle includes limits on daily screen time.

A change will do you good

A health coach can help.

Want to have more energy and improve your health? Making a positive lifestyle change is a great way to get started. A lifestyle change can be something like eating better or exercising more. Maybe you want to stop smoking or using tobacco. These things are not always easy, and they take time. Here are some tips for getting started:

- **Set small goals.** Once you know your overall goal, break it down into small steps. Take one step each week.
- **Make a plan.** Think about everything that it will take to get you to your goal. Write these things down. Post your plan where you can look at it each day.
- **Buddy up.** Find a friend or family member to keep you motivated. Maybe they have the same goal that you do. It makes it easier if you are not going it alone.
- **Ask for help.** Sometimes talking to someone can help if you feel overwhelmed.

UnitedHealthcare Community Plan offers health coaching. Our health coaches are here to help you with each step of the process. We offer health coaching for the following:

- tobacco cessation
- exercise or increasing physical activity
- maintaining a healthy weight
- healthy eating
- stress management

 **Start today.** To reach a health coach, call us at **1-800-690-1606**. You will be asked to enter your member ID number from your insurance card. When asked why you are calling, simply say 'health coaching.'



Your child's checkup

It is very important for all children to get regular checkups. Checkups are free. 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 child's primary care provider (PCP) to make an appointment.

 **How can we help?** Need help making an appointment? Call UnitedHealthcare Community Plan at **1-800-690-1606**. Your child can get a ride to the health care provider's office for TennCare Kids health services. An adult may ride with the child. These rides are FREE.

Prevent pneumonia

Many deaths occur every year due to pneumonia. Different shots are available for you and your children. There changes this year to the recommendations for the pneumonia shot. You can read more about these changes at [cdc.gov/vaccines/pubs/ACIP-list.htm](https://www.cdc.gov/vaccines/pubs/ACIP-list.htm). Please talk to your health care provider about which vaccine is right for you and your family.



Improving your family's health just got easier!

Create a healthier life for you and those you love with Small Starts for Families. This is a new online tool from the Governor's Foundation for Health and Wellness.

Small Starts for Families has simple steps you can do together each day to live healthier. These steps will help you and your family:

- eat healthy
- practice good sleep habits
- not use tobacco
- have good dental health
- encourage you to be more physically active

Pick just one Small Start and begin taking steps toward a healthier and more active lifestyle. Before you know it, the Small Starts will add up to big changes in your family's health.



Start today. Try Small Starts for Families today at healthierTN.com/families. Get started on the path to healthier living.

Tell us what you need

A health risk assessment is an important tool. It helps you learn more about your current health status. Doing one every year will give you information about your health over time.

It can also connect you to services that are provided by UnitedHealthcare. These services can help you reach your health care goals. We can help you lose weight, stop smoking or manage your health conditions.



It's easy! Just call UnitedHealthcare Customer Services at **1-800-690-1606**. Tell them you want to complete a health risk assessment. Start taking control of your health today!



Breathe well

Tips for asthma and COPD

Fall can be hard on breathing for people who have asthma or chronic obstructive pulmonary disease (COPD). The weather is changing and new allergens are in the air. If you use inhalers or equipment to help you breathe, here are a few tips to keep you as healthy as possible:

- If you use an inhaler, rinse your mouth out after using it. This can prevent infection of the tongue and throat.
- If you use a nebulizer for breathing treatments, rinse out the hand-held device and tubing. Air dry between uses.
- If you use oxygen at home, check the filters at least once a month. Clean them as needed to remove dust, pollen, and pet dander. Change the tubing regularly. If you use a humidifier on your oxygen tank, only use distilled water. This can prevent infection from bacteria in the water.
- If you use portable oxygen tanks, check your supply. You don't want to run out while you are out and about.
- Change the filters in your furnace/air conditioner at least every three months. This can keep dirt, mold, and bacteria from circulating through your home.

With just a little attention to these important activities, you can enjoy a healthy, happy fall season!



Call if you need help and need to speak with someone in one of these languages:

- العربية (Arabic) **1-800-758-1638**
- Bosanski (Bosnian) **1-800-758-1638**
- كوردی - بادینانی (Kurdish-Badinani) **1-800-758-1638**
- كوردی - سورانی (Kurdish- Sorani) **1-800-758-1638**
- Soomaali (Somali) **1-800-758-1638**
- Español (Spanish) **1-800-758-1638**
- Người Việt (Vietnamese) **1-800-758-1638**

Need to know

How we can help you

Fair treatment

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call Tennessee Health Connection for free at **1-855-259-0701**.

TennCare no permite el trato injusto. Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad. ¿Cree que lo han tratado injustamente? ¿Tiene más preguntas o necesita más ayuda? Si piensa que lo han tratado injustamente, llame gratis al Tennessee Health Connection al **1-855-259-0701**.

Help in other languages or formats

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al **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**.

Si tiene problemas de audición o del habla, puede llamarnos a través de una máquina de TTY/TDD. El número de TTY/TDD es **711**.

Need help in another language? You can call UnitedHealthcare Community Plan for any language assistance at **1-800-690-1606** or the number in the top right corner of this page. Interpretation and translation services are free to TennCare members.

Do you need help with this information? Is it because you have a health, mental health or learning problem or a disability? Or, do you need help in another language?

If so, you have a right to get help, and we can help you. Call Customer Services at **1-800-690-1606** for more information.

¿Necesita ayuda con esta información? ¿La necesita porque tiene una discapacidad o un problema de aprendizaje, de salud mental o una enfermedad? ¿O acaso necesita ayuda en otro idioma? Si es así, usted tiene derecho a obtener ayuda, y nosotros podemos brindársela. Llame a **1-800-690-1606** para más información.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.

¿Tiene usted una enfermedad mental y necesita ayuda con esta información? En la línea telefónica de TennCare Advocacy pueden ayudarle. Llámelos gratis al **1-800-758-1638**.

Reporting fraud and abuse

To report fraud or abuse to the Office of Inspector General (OIG), you can call toll-free **1-800-433-3982** or go online to **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 **1-800-433-5454**.

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al **1-800-433-3982**. O visítenos en línea en **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, MFCU), llame gratis al **1-800-433-5454**.

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 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.

Healthy First Steps

1-800-599-5985

Healthy First Steps helps pregnant women and new mothers have healthy babies.

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 (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