



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Generics save money




Generic drugs work just as well as brand name drugs. Your pharmacy may give you a generic drug instead of a brand name drug your doctor ordered. If you get a brand name drug, you may have a copay for it. Find out about your drug benefits, including any copay you may have. Check myuhc.com/CommunityPlan. Or call Customer Services toll-free at **1-800-690-1606**, TTY 711.

Fight the flu

Time for your annual vaccine

The flu virus is very common. It can cause serious problems and even death. An annual flu vaccine is the best protection. You and your children aged 6 months and older should get one each year.

The flu season can begin as early as October. Every flu season is different. Even healthy people can get very sick from the flu and spread it to others. When more people get vaccinated, less flu infection can spread throughout the community.

 **Your best shot.** There is no cost for flu shots. The best place to get one is at your primary care provider's (PCP's) 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.



Be one in a Million Hearts™

Save your heart: Take the pledge!

Do you know someone who has had a heart attack or stroke? Your father, mother, husband, wife, or friend? You're not alone. Heart disease and stroke are the first and fourth leading causes of death in the United States. This means heart disease causes 1 of every 3 deaths in the country. Americans suffer more than 2 million heart attacks and strokes each year. Every day 2,200 people die from heart disease.

We are all at risk. People of all ages, genders, races, and ethnicities can have a heart attack or stroke. But many of the people who are at high risk for heart attack or stroke do not know it. Each of us can take steps to achieve the goal of preventing 1 million heart attacks and strokes in the next five years.

Be one in a Million Hearts™ by taking the pledge to:

- Prevent heart disease and stroke in your family by understanding the risks.
- Get up and get active by exercising for 30 minutes on most days of the week.
- Know your ABCS: Appropriate aspirin therapy, Blood pressure control, Cholesterol management, and Smoking cessation.

 **Be one in a Million Hearts.** Visit millionhearts.hhs.gov to take the pledge to save a heart today. A Million Hearts begins with you.




Your partner in health

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

You want to feel comfortable talking with your PCP. You need a PCP with an office location and hours that work for you. You may want a PCP who speaks your language or understands your culture. You might prefer a male or a female PCP. If your PCP isn't right for you, you can switch at any time.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school
- Residency

 **Check it out.** To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or call us toll-free at **1-800-690-1606, TTY 711.**

Take control

Conquer your chronic condition.

It can be overwhelming to live with a chronic condition. Doctor's visits come more often. There are so many medications to take. If you live with a chronic condition, you may feel like you have no control. The good news is that you can take control of your health!

Start by setting small goals to understand and improve your health. First make sure that you understand your condition. Ask your health care provider questions. Ask them what you can do to take control. Should you lose weight? Does smoking make your condition worse? How do your medications work to impact your condition? We can help with all of these things.

It's OK to start small when you start to set these goals. Set yourself up for success. Once you get past the small things, the larger goals become much easier.



We can help. We want to help you with your goals, big and small! If you would like to work with a health coach, call us at **1-800-690-1606**. Our health coaches can help those who want to stop using tobacco, those who want to eat healthier, and those who want to exercise more.

Making changes?

Tell DentaQuest.

Members under the age of 21 are eligible for the TennCare dental benefit. Dental benefits are provided by DentaQuest. Any time you move or get a new phone number, you should tell DentaQuest. You don't want to miss out on updates about your dental benefits. DentaQuest will not know if you move or change your phone number unless you tell them. Sometimes the dentists' office will try to remind you of an appointment. Also, there are times when the dentist wants to talk about your dental care with you. Whatever the case may be, your updated address and phone number is important, so you can be reached.



Tell DentaQuest about any of the following:

- Your address changes
- Your phone number changes
- Your family size changes
- You get a job, lose a job, or change jobs
- You or a family member has other dental insurance



It's easy! To update your address and phone number, call Customer Services toll-free at **1-800-690-1606, TTY 711**. For dental benefits questions or to order a replacement dental card, call DentaQuest at **1-888-291-3766**.



Time for a change

Teens have different health care needs than children. Is your teen ready to leave the pediatrician? It may be time to switch 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 your teen choose the right provider. Visit **myuhc.com/CommunityPlan** or use the **Health4Me** app. Or call Customer Services toll-free at **1-800-690-1606, TTY 711**.

Keeping teens safe

Talk about driving safety and other concerns.

As children grow into teenagers, parents and caregivers want to keep them safe. Talking to your pre-teen or teen about driving safety is one way to do just that. It's never too early or too late. Here are a few of the driving safety tips you should talk about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving. And how drivers can help keep passengers and pedestrians safe
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone — especially texting — while driving
- How seat belts can save lives of drivers and passengers

Driving is a privilege. Teens should first show that they can drive safely before they're allowed to drive. Getting to drive a car can be a big deal in a teenager's life. Keeping them safe is a big deal, too.

Other safety concerns

The dangers of driving are not the only thing kids will face as they grow up. Here are some of the other things parents and caregivers should talk about.

Sports: Sports equipment and protective gear only work when they are used the right way. Help your kids and teens learn more about the gear they have, how it works, and how to use it the right way. They should always know the rules of the game and how to play it safely. Injuries like concussions can have effects that last a long time.

Substance use: Kids need to know that using drugs or alcohol — even just once — can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them, or even becoming addicted to them.

Peer pressure: Pressure from family, school, social groups, peers, and friends is sometimes too much for pre-teens and teens to handle. Their need to be accepted can be strong. And the feelings they have when they're not accepted can weigh them down. It can lead to depression, self-harm, or suicide.



Need help? Are you concerned about your child's behavior? Do you feel unsafe? Do you think they could hurt themselves or someone else? Talk with a doctor or a mental health professional. Or call the statewide crisis line right away at **1-855-CRISIS-1 (1-855-274-7471)**.





KidsHealth

Get healthy facts at your fingertips.

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it.

Parents: Find answers you can trust. Get doctor-approved advice without the medical jargon.

Kids: Find fun health quizzes, games, and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.

Teens: Find straight talk and personal stories. Get answers and advice on questions about your body and mind.

Visit us at home, school, the library, or anywhere in between.

- Use any computer or smart phone with access to the internet.
- Search by topic, read or listen to articles, or watch videos.
- You can even download an easy link for your smart phone.



Visit today! For healthy facts at your fingertips, visit UHC.com/TNkids today.

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

Healthy First Steps

Helping you get a great start to a healthy pregnancy

Pregnancy can be an exciting time. But it's not always easy. The Healthy First Steps® program can help. We'll work with you and your doctor to help you have the best pregnancy possible. And we'll help you take healthy steps all along the way.

With Healthy First Steps, you'll have a team ready to help you. They can:

- Answer your questions about pregnancy
- Help you find a doctor close to you
- Schedule appointments
- Arrange for rides to and from your doctor visits
- Explain your health plan coverage
- Meet and work closely with you, if you have a higher-risk pregnancy



Join now! We'll send a welcome packet with a special gift. Call **1-800-599-5985, TTY 711**. You can also earn rewards for going to your provider visits during and after your pregnancy with the Baby Blocks™ program. Join at UHCBabyBlocks.com and get a \$20 gift card.

Stay emotionally healthy

Maintaining mental health when you are ill

Health problems can be a difficult thing to deal with. It is normal to sometimes feel sad or down about your chronic condition. There are a few steps that can help you stay emotionally healthy while living with a chronic condition.

- **Have fun.** Doing things that you enjoy helps improve your mood and gives you something to focus on.
- **Don't withdraw.** Friends and family can help support you. Try not to block these people out, even if you do not always feel up to talking to them.
- **Find answers.** The unknown can be scary. Talk to your healthcare team about any questions you have. The more answers you have, the less you have to be afraid of.
- **Be supported.** Sometimes it can be easier to talk to people who know exactly how you are feeling. Look for a support group that you can join and talk it out.

With these steps, you may have an easier time living with your chronic condition. The most important thing is to take it one day at a time.



One size does not fit all

Making a plan for ADHD treatment

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 doctor. 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 doctor should talk about it and make a plan for treatment.

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

Time for a TennCare Kids screening?

Your child should get a TennCare Kids checkup every year. Getting a checkup is called preventive healthcare. Preventive healthcare or wellness means taking your child to the doctor — even when he or she is not sick. Getting the screening on time is very important!



Remember! UnitedHealthcare Community Plan members birth through 20 years of age get TennCare Kids checkups at no cost. If you need help making an appointment, please call **1-800-690-1606**.

Path to success

Anyone can make lifestyle changes.

Would you like to have more energy and improve your overall health? You can start your path to greater health by making a positive lifestyle change. A lifestyle change can be something like eating healthier foods or exercising more regularly. Maybe you want to put down the tobacco or stop smoking. These steps aren't always easy, and they take time. There are ways to begin your path to a healthier lifestyle:

- **Set yourself up for success.** Once you know your overall goal, set yourself up for success. Break your goal down into smaller steps, and take one step each week.
- **Plan it out.** Consider everything that you have to do to achieve your goal. Write it down. Then post your plan where you can look at it each day.
- **Ask a friend.** Get a friend or family member to keep you motivated and honest. Maybe they have the same goal that you do. The path to success is much easier if you are not walking it alone.
- **Find support.** If you ever feel overwhelmed, talking to someone can help you get back on track.



At UnitedHealthcare Community Plan, we want you to be successful. We offer health coaching to help you reach your goals. Our health coaches can help you each step of the way. Our health coaches can help you with the following:

- Tobacco cessation
- Exercise or increasing physical activity
- Maintaining a healthy weight
- Healthy eating
- Stress management



Just call. 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. Make sure that you have that with you. When asked why you are calling, simply say "health coaching."

It's a plan

Understanding your asthma treatment

There's no cure for asthma, but proper care can help you live a normal life. If you have asthma, it's important to follow your doctor's orders. Asthma care can seem complicated. There might be different pills and inhalers. You might use a peak flow meter to test your breathing. You might keep an asthma diary to help you find out what causes your asthma to get worse.



A written asthma action plan can help you simplify and understand your asthma care. It should tell you what medicines to take and when to take them. It should help you know if you should stop what you are doing if you don't feel well. The plan should tell you when to call your doctor and when you need emergency care.

If you have asthma, talk to your doctor about getting an asthma action plan. If you already have an asthma action plan, make sure it's up-to-date and that you are using it.

Adults need checkups, too

Regular health exams can help find problems before they start. They can also help find problems early, when your chances for treatment and cure are better. By getting the right health services, screenings, and treatments, you are taking steps that help your chances for living a longer, healthier life. Your age, health and family history, and other important factors impact what and how often you need healthcare.



It's time. Schedule an appointment with your healthcare provider to discuss what screenings and exams you need and when you need them.

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

myuhc.com/CommunityPlan

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. Get a discrimination complaint form.

UHCRiverValley.com/just4teens

Get health information just for teens.

Our Member App

Health4Me™

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

NurseLine

1-800-690-1606, TTY 711

Optum® NurseLineSM is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

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.

Healthy First Steps®

1-800-599-5985, TTY 711

Get support throughout your pregnancy.

MyHealthLine™

UHCmyhealthline.com

If you qualify, you can get a smartphone and a monthly service plan at no cost.

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

UHC.com/TNkids

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)

TNQuitline.org

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