

UNITEDHEALTHCARE COMMUNITY PLAN
P.O. BOX 31349
SALT LAKE CITY UT 84131-0349

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NEW ENGLISH
124 ANY STREET
ANYTOWN TN 99999-9999

Welcome

We're proud to have you as a member of UnitedHealthcare Community Plan. We look forward to making your health care experience as easy as possible, **starting today**.

Get connected

Sign up for 24/7 access to your health plan at myuhc.com/CommunityPlan. It's fast, easy and secure. Use your computer, tablet or mobile phone.

24/7

- Find/change doctors
- View/print ID card
- View benefits
- View preferred drug list

Need more help? Call 1-866-600-4985, TTY 711, 7 a.m. – 5 p.m. CST, Monday – Friday. Member Services can answer questions about your coverage, help find a doctor or help with an appointment.

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CST31201 10/20

 1-866-600-4985, TTY 711

 myuhc.com/CommunityPlan

 Health4Me app



Your member ID card is enclosed

We send health plan cards to new CoverKids members when you have a new copay amounts, or when you request a replacement. Copays are based on your income and family size. If you have questions about your income or family size, call TennCare Connect at 855-259-0701. Or if you think your copays are wrong, you can file an appeal by calling TennCare Connect at 855-259-0701.

Always carry it with you. It includes important health plan information on the front. It also has helpful UnitedHealthcare phone numbers on the back.

- Be sure to show your UnitedHealthcare Community Plan ID card when you get health services.



Call your health care provider and schedule a checkup — Lock-In-Your-Doc

Regular checkups are important for good health. We know that finding a health care provider you like and trust is important. You must see the Primary Care Provider (PCP) that is listed on your member ID card. We call this Lock-In-Your-Doc. Your assigned PCP or PCP group name is listed on the front of your member ID card. Call and schedule a checkup.



Need help finding an in-network health care provider?

You can call us at **1-866-600-4985** to find out if a health care provider is in our network or to get the following information about a health care provider:

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

- Vision care — Call CoverKids Member Services at **1-866-600-4985**
- DentaQuest — Call about dental (teeth) care for children under age 19, 1-888-291-3766
- You can refer to your Member Handbook for additional benefits





Get connected

We make it easy to get the information you want and need.

- **Register at myuhc.com/CommunityPlan.** This is your secure member website. See your covered benefits, search for providers, view your member handbook and much more.
- **Your family's out of pocket limit** every calendar year is based on the income you report to CoverKids. This limit is the most you will pay in copays each calendar year. The most you'll pay in copays each year is 5% of your family income. Do you need to know your yearly out of pocket limit? Call CoverKids Member Services at **1-866-600-4985**.
- **Download the UnitedHealthcare Health4Me® mobile app.** It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.
- **View short, helpful videos.** Watch them at **UHCWelcomeTN.com**.
- **Follow us on Facebook at facebook.com/UnitedHealthcareCommunityPlan.** Keep up on local events and health plan news.



What's next

We'll call to welcome you to our plan. As part of the call, we'll learn more about you and your health, and answer questions about your coverage.

Simple for you. That's our promise.

Health care isn't always easy. So let us know if you need help with anything. We're here to help you get the care you need, when you need it.

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Do you need free help with this letter?

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Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-600-4985, TTY: 711.

Kurdish: كوردی

گاداری: ئەگەر بە زمانی کوردی قسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوێراییی بۆ تو بهردهسته. پهیهوهندی بکه به 1-866-600-4985 (TTY 711).

Arabic: العربية

ملحوظة: إذا كنت تتحدث اذکر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-600-4985 الهاتف النصي 711.

Chinese

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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 1-866-600-4985, TTY: 711.

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-600-4985, TTY: 711번으로 전화해 주십시오

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-600-4985 (TTY 711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚስተለው ቁጥር ይደውሉ። 1-866-600-4985, TTY: (711)።

Gujarati: ગુજરાતી

ધ્યાન આપશો: જો તમે અંગ્રેજી ના બોલતા છો તો, ભાષા સહાયતા સેવાઓ, મફતમાં, તમને ઉપલબ્ધ રહે છે. કૉલ કરો 1-866-600-4985 નંબર પર, TTY: 711.

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ 1-866-600-4985, TTY: 711

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-600-4985, TTY: 711.

Tagalog: Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-600-4985, TTY: 711.

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-600-4985, TTY: 711 पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-600-4985, TTY: 711.

Russian:	Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-600-4985, ТТУ: 711
Nepali:	नेपाली ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोलुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छैन। 1-866-600-4985 (TTY 711) मा फोन गर्नुहोस्।
Persian:	توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با 1-866-600-4985 تماس بگیرید، TTY: 711

- 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 **1-866-600-4985**. 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:

<p>TennCare Office of Civil Rights Compliance</p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov</p> <p>Phone: 855-857-1673 TRS: 711</p> <p>You can get a complaint form online at:</p> <p>https://www.tn.gov/content/dam/tn/tenncare/documents/complaint_form.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 1-866-600-4985 TTY: 711</p> <p>You can get a complaint form online at:</p> <p>http://www.tn.gov/hcfa/article/civil-rights-compliance</p>	<p>U.S. Department of Health & Human Services</p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 TDD: 800-537-7697</p> <p>You can get a complaint form online at:</p> <p>http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at:</p> <p>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>
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CoverKids

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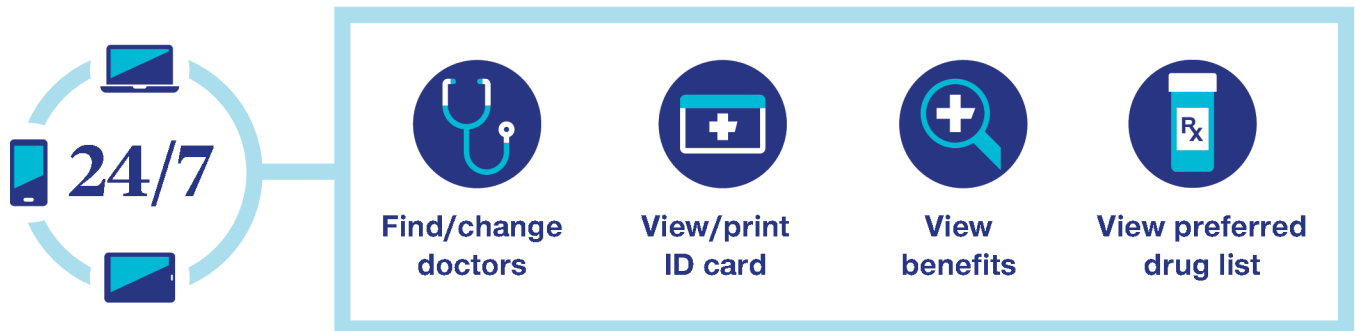
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گاداری: ئەگەر بە زمانی کوردی قسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڤراییی بو تو بهردهسته. پهیوهندی بکه به 1-866-600-4985 (TTY 711).

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Serbo-Croatian: Srpsko-hrvatski

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CoverKids