



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Take care


You can avoid the emergency room.

When you are sick or hurt, you don't want to wait to get medical care. Choosing the right place to go can help you get better, faster care.

Hospital emergency rooms are for major medical emergencies only. Go to one only when you think your illness or injury could result in death or disability if not treated right away.

Instead, call your primary care provider's (PCP's) office first when you need care. You might get an appointment for later that day. You can even call at night or on weekends.

If you cannot get in to see your doctor, you could go to an urgent care center. Many of them are open at night and on weekends.

 **Hello, nurse!** UnitedHealthcare has a 24/7 NurseLine. They can help you decide the best place to get care. Call NurseLine 24/7 at **1-866-263-9168 (TTY 711)**.



A healthy smile

Preventive dentistry is the key.

Preventive dentistry can help protect your child's teeth and gums from disease. It includes at-home dental care as well as dental care and education in a dental office or clinic. Preventive services provided by a dental professional may include:

- cleaning teeth
- application of fluoride or dental sealants
- instructions on how to properly brush and floss teeth
- nutritional counseling that promotes good eating habits
- other oral health advice

Your child should begin regular dental checkups when his or her first tooth comes in. The earlier your child sees a dentist, the sooner you can prevent dental disease and help your child to be free of cavities. When your child goes in for his or her six-month checkup, the dentist will provide any needed preventive or treatment services.

Dentists have known for a long time that a healthy mouth helps us to have a healthy body. Children with healthy mouths:

- chew more easily
- learn to speak clearly
- have better general health
- have confidence in their appearance



Find a dentist. TennCare does not provide dental benefits for members over age 20. Need help finding a dentist or scheduling an appointment for your child? Call

1-855-418-1622 (TTY 1-800-466-7566). Or visit **dentaquest.com**.



Your total health

Taking care of physical and mental illnesses

People can have more than one kind of illness at the same time. People who have mental health conditions can also have a medical disorder. People who have medical disorders can have mental health conditions, too. It is very important to make sure you are getting the right care.

Your primary care provider (PCP) may be the first to notice if you have symptoms of a mental health condition. He or she may suggest you see a behavioral health provider. A therapist or psychiatrist may be the first to notice symptoms of a physical health condition. He or she will recommend you see your PCP.

If you have a mental health issue, you may feel uncomfortable seeing your PCP. Some people with mental health issues may go to a mental health hospital. This may be the only time you see a health care provider. The behavioral health provider may talk with you about scheduling an appointment with your PCP.

Before your health care providers share any information, they will ask you to sign a permission form. You don't have to sign it, and if you don't, no one can talk about your treatment. If you do give your OK, remember that all information is protected by strict privacy laws.

It is important to take care of all your health problems. The best way to start is by sharing information. Share with your PCP and other health care providers treating you. Allow them to coordinate the best care for your total health.

See here

Don't let diabetes take your sight.

Diabetic retinopathy is a common complication of diabetes. It damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes are also at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent these eye diseases.



We can help. If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call Customer Services toll-free at **1-800-690-1606 (TTY 711)**.



Know your drug benefits

Visit our website to learn about your prescription drug benefits. It includes information on:

- 1. What drugs are covered.** There is a list of covered drugs.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.



Look it up. Find information on your drug benefits at **myuhc.com/CommunityPlan**. Or, call Customer Services toll-free at **1-800-690-1606 (TTY 711)**.

Your privacy is important

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services, and information to you.

We protect oral, written, and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- how we may use PHI and FI
- when we may share PHI and FI with others
- what rights you have to your family's PHI and FI



It's no secret. You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Customer Services toll-free at **1-800-690-1606 (TTY 711)** to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.





Meningitis

You can prevent it.

Meningococcal meningitis is very serious. It can cause great harm. The meningococcal vaccine can prevent it. Your child needs multiple doses to get full protection.

Be sure to ask your child's PCP about the vaccine. Know when the booster shot is due. If it's not time for your child's routine checkup, you can always call the PCP and ask. Your child can get the meningococcal vaccine at any PCP visit, such as:

- routine well visits
- back-to-school or pre-college checkups
- camp or sports physicals
- visits for seasonal allergies or minor illnesses

Here are a few other things you can do to help prevent meningitis:

- Remind your child not to share things that have been put in or around someone else's mouth. Toothbrushes, drinking glasses, or eating utensils can spread the disease.
- Be sure your child goes to bed at a regular hour. Being rested can help improve his or her immune system.

Your partner in health

See your PCP for a well visit.

Your primary care provider (PCP) wants to see you for a checkup each year. This visit helps you and your PCP get to know each other. Well visits are also a good time for:

- important screenings and tests
- needed immunizations
- checking on chronic conditions
- monitoring medications you take
- coordinating care given by any specialists you see
- counseling about a healthy lifestyle
- discussions about mental health, substance use, safety, and other topics

When you see your PCP, tell him or her about:

- any medications or supplements you take
- any other providers you see, such as specialists or alternative providers
- any tests or treatments you have had and the results
- any mental health or substance use treatment you get

Well visits are covered at no cost to you. Has it been more than a year since your last well visit? Call your PCP to make an appointment today.



Need a doc? You can change your PCP at any time.

To find a new PCP, visit myuhc.com/CommunityPlan or use the **Health4Me** app. Or, call Customer Services toll-free at **1-800-690-1606 (TTY 711)**.



Tobacco kills

If you don't smoke, don't start.

Tobacco use and health do not go together. It's well known that tobacco is bad for your health. Tobacco contains nicotine, a highly addictive drug. It causes many serious diseases later in life. Every year in the U.S. thousands of people die from tobacco-caused disease. This makes it the leading cause of preventable death.

In addition, secondhand smoke is also a serious health hazard for people of all ages. Many die each year just from exposure. Nearly all tobacco use begins during youth and young adulthood. Prevention is critical. If you smoke, here are some steps to help you quit:

- Set a date.
- Get help.
- Swap habits.
- Distract yourself.
- Take it one day at a time.
- Reward yourself.



Get tools and tips. Visit smokefree.gov for help quitting smoking. Smoking harms you and everyone around you. Say no, and stay tobacco free! By working together, we can end the tobacco epidemic.



Get free books

Join Dolly Parton's Imagination Library.

We know that children who grow up around books do better in school and in life. But not all children have access to libraries and bookstores. Dolly Parton's Imagination Library program helps children in the United States and around the world. For children enrolled in the program, it:

- sends a new book each month, mailed right to their homes
- sends books to children from birth to age 5
- sends each child a total of 60 books
- does all of this at no cost to the family

Dolly Parton's Imagination Library program is in all 95 counties across Tennessee. More than 24 million books have been sent to Tennessee children since October 2004.



Sign up. To learn more about this program and how to sign up your child, look for the Imagination Library brochures at your local public library, health department, health care provider's office, or childcare center. You may also register a child online by visiting imaginationlibrary.com or by calling **1-877-992-6657**.



Newborn phenylketonuria (PKU)

Has your baby been tested?

PKU is an inherited rare illness. Babies born with this illness are missing an enzyme. Without this enzyme, they have trouble breaking down phenylalanine, which is found in foods. Phenylalanine can build up in the baby's system and can cause brain damage.

PKU can be easily detected with a simple blood test. All states in the U.S. require a PKU screening test for all newborns as part of the newborn screening panel. The test is generally done by taking a few drops of blood from the baby before the baby leaves the hospital.

PKU is a treatable disease. Call your primary care provider (PCP) if your infant has not been tested for PKU. This is particularly important if anyone in your family has the disorder.

UnitedHealthcare Community Plan provides coverage for the treatment of PKU. This includes licensed professional medical services and special dietary formulas.



Learn more. The Tennessee Department of Health website has information on the Tennessee Newborn Screening Program. Read more at tn.gov/assets/entities/health/attachments/Phenylketonuria.pdf.



Checkups keep your kids healthy!

Your kids need routine preventive screenings (TennCare Kids) to stay healthy. They help make sure your children are growing normally. They are also the time to get the vaccines they need to prevent illness.

Vaccines are among the safest and most cost-effective ways to prevent disease. Protecting your child from preventable diseases will help keep them healthy and in school. At your child's next screening, talk to your child's primary care provider to make sure they get the vaccines they need on time.



Get moving

Take charge of your health.

Regular exercise is one of the most important things you can do for your health. You may be unsure about starting to exercise. However, simple exercises, like brisk walking, are usually safe for most people. Just remember to start slowly.

Staying at a healthy weight is also essential. Eating properly and exercising is key to staying at a healthy weight. Other ways you can take charge of your health include:

- Write down important health information.
- Learn your family health history.
- Get regular checkups.
- Be prepared for checkups.
- Bring a medication list with you.
- Write down questions you may have.
- Keep follow-up appointments.



Need help? Taking charge of your health helps increase your chances of living longer.

If you need help making an appointment with your primary care provider, please call **1-800-690-1606 (TTY 711)**.

Your best shot

Even adults need vaccines.

Many adults don't realize they are still at risk for preventable diseases. Vaccines help to prevent those diseases. They are not just for kids. Adults still need certain vaccines. They protect you and your loved ones.

Even healthy adults can become seriously ill. They can pass illness on to others. Vaccines are especially important for older adults. Vaccines are also very important for those who have a chronic condition such as:

- asthma
- COPD
- diabetes
- heart disease

In addition, vaccines are essential for anyone who is in close contact with:

- the very young or the very old
- people with weakened immune systems
- those who cannot be vaccinated

The vaccines adults need change as they grow older. Everyone age 6 months and older should have a flu shot every year. Every adult should get the Tdap vaccine once. This protects against pertussis (whooping cough). Adults also need a Td (tetanus, diphtheria) booster every 10 years. Other vaccines for adults include shingles, pneumococcal, hepatitis, and HPV. These depend on one's age, occupation, travel, risk factors, and health status.



Take the quiz. Take a short quiz from the CDC to help you learn what vaccinations are right for you. Visit <https://www2.cdc.gov/nip/adultimmsched>.



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