



HealthTALK

THIRD QUARTER 2018



Prepare for summer.

What sunscreen is best for kids? What are some tips for surviving summer break? Visit UHCCommunityPlan.com/TNkids for answers to these and other health questions.

Toothache?

A toothache is the fifth most common reason for an emergency room (ER) visit. But up to 79 percent of dental ER visits could be better handled in a dentist's office. Most hospitals don't have dentists in the ER. There isn't much they can do to help patients with toothaches.



That's why it's important to have a dental home. This is the office where you get your dental care. When you have a regular dentist, he or she can help you when you have pain. More importantly, he or she can help you avoid toothaches with preventive care.

Regular exams, cleanings and x-rays are covered benefits. They help the dentist find and treat small problems before they turn into big problems.



Smile. Need to find a dentist who accepts your plan? Want to know more about your dental benefits? Call Customer Services toll-free at **1-800-690-1606, TTY 711.**

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

Ask Dr. Health E. Hound.®

Q: Why does my baby need so many shots?

A: By the time your baby is 2 years old, he or she will get more than 20 vaccinations. These vaccines protect against 14 different diseases. This does seem like a lot of shots. However, every shot is important.

Some of the diseases we vaccinate for are rare in the United States, thanks to vaccines. However, they are still around in other parts of the world. If we did not vaccinate, they could come back here. Other diseases are still common here. Babies and young children can get very sick from these serious illnesses.

Vaccines are safe. They have been proven to work well. Complications are rare. Studies show they do not cause autism or other conditions.

Your baby will get all the vaccines he or she needs at regular checkups. Keep a record of what shots your child gets and when. Share it with any new providers you see.

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 **Get it all.** Learn more about vaccines and other children's health topics at uhc.com/TNkids.



Breathe easy.

Understanding your asthma or COPD medication.

There are many different medications for asthma and chronic obstructive pulmonary disease (COPD). Your healthcare provider will prescribe the right ones for you. Be sure to take your medications the way your healthcare provider says you should. Don't stop taking them without talking to your healthcare provider, even if you are feeling better. You should have a written action plan to help you know what to take and when.

Long-term medications:

Most people with asthma and COPD take medicine every day, even when they are feeling well. These long-term medications keep asthma and COPD under control. They can be oral or inhaled. Most help by reducing swelling and opening airways.

Rescue medications:

Inhaled rescue medications are for when you are coughing or short of breath. Rescue medications can help you breathe better in minutes. They work for a few hours. Carry rescue medications with you all the time. Keep taking your long-term medication, even when you are also using your rescue inhaler.

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 **We can help.** We have disease management programs. They help people with asthma, diabetes and other conditions. Call Customer Services toll-free at **1-800-690-1606, TTY 711**, to learn more.

Pregnant?

Use care with medicines.

Are you pregnant or planning on becoming pregnant? If so, you should know that medications can affect your baby. Pregnant women should not stop or start taking any type of medicine abruptly. Always talk to your health care provider first. In some cases, stopping medication use during pregnancy may be more harmful than taking it.

Medications like narcotics (opioids) can be unsafe to use during pregnancy. They are used to help medium to severe pain. Common types of narcotics include codeine, morphine, oxycodone and hydrocodone. These medicines can harm your baby. Women who take these medications should be aware of the possible risks during pregnancy.

Some risks to your baby:

- Withdrawal symptoms where your baby may have seizures, vomiting, diarrhea or poor feeding.
- Poor brain or spine development.
- Heart defects.
- Stillborn birth.
- Born early, before 37 weeks.

Remember, it is very important that you talk to your health care provider about which medications are likely to be the safest to take during pregnancy.



Need help? Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



5 facts about chlamydia.

1. Chlamydia is the most commonly diagnosed sexually transmitted infection (STI). Both men and women can get it.
2. The bacteria that cause chlamydia are spread through sex. Using condoms can reduce the risk.
3. Chlamydia doesn't usually have any symptoms. Experts suggest sexually active women and teens aged 25 and younger get tested for it each year. Testing can be done on urine.
4. Chlamydia can be cured with antibiotics. Both partners should be treated. You should not have sex until treatment is complete.
5. If not treated, chlamydia can cause infertility. It can be passed to a baby at childbirth. It can also cause pregnancy complications or other serious problems.



Find Dr. Right. See your primary care provider for STI counseling and testing. Need 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.**

Crush cancer.

Are you due for a screening?

Cancer screenings can help catch common cancers early. When caught early, cancer is often 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 for women starting at age 40 or 45, depending on risk. Mammograms every two years beginning at age 55. (Women at high risk may continue annual screenings after age 55.)

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 between ages 21–29. Pap and HPV tests every five years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Are you at risk? Talk to your health care provider about your risk factors for cancer. Ask if you should begin screenings at a younger age or get them more often.



Your total health.

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

Many times, your primary care provider (PCP) is the first person to notice symptoms of emotional or mental health issues. It is good to talk about life changes and things that are causing you stress with your PCP. They may refer you to a behavioral health provider, like a therapist or psychiatrist. If you are seeing a behavioral health provider, they may be the first to notice symptoms of a physical health condition. He or she may suggest that you see your PCP.

Before your health care providers share any information, they will ask you to sign a permission form. You do not have to sign it. If you don't, no one can talk about your treatment. If you 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 any other health care providers treating you. Let them put together the best care for your total health.



Know your numbers.

Almost one in three adults has high blood pressure. It is also called hypertension. This means blood pressure of 130/80 or higher. Blood pressure higher than 120/80 but lower than 130/80 means you have elevated blood pressure. 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.

Steps to a healthy emotional life.

It can be difficult to deal with health problems. Feeling sad or down about your chronic condition is normal. Several things can help you stay healthy emotionally while dealing with a chronic condition.

- **Don't hide.** Your friends and family can help you feel supported. Try not to push these people away or block them out. They can help you even when you do not always feel up to talking to them.
- **Enjoy yourself.** Doing fun things and having hobbies that you enjoy can help improve your mood and give you something to focus on.
- **Stay informed.** The unknown can be very scary. Talk to your health care team about your chronic condition. They can answer any questions you may have. The more you know, the less you have to fear.
- **Find support.** A support group is a place you can find people who know exactly how you are feeling. Talking to a support group can make things easier. Join a group and talk it out.

You may have an easier time living with your chronic condition if you follow these steps. The most important step is to take it one day at a time.



Road to a healthier lifestyle.

Do you have low energy? Do you want to improve your overall health? You can start down the road to better health by making positive lifestyle changes. A lifestyle change can be something like getting more exercise, improving your diet, or quitting smoking or using tobacco products. The road to success is not always easy. It can take time. Here are some easy ways to start your journey to a healthier lifestyle:

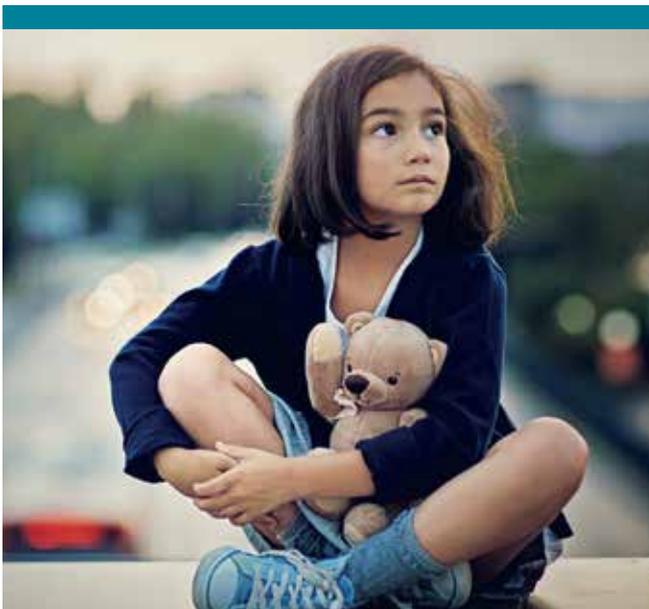
- **Prepare to succeed.** Once you know your goal, prepare to succeed. Take one step toward your goal each week. The steps can be small. You will be making progress in no time.
- **Think about it.** Think about everything you have to do to achieve your goal for healthier living. Write down your plan. Then, put your plan somewhere you can see it every day.
- **Ask someone to help.** Ask a friend or family member to take part in the plan. They can help keep you motivated and honest. They might even have the same goal as you. The road to a healthier life is much easier if you are not taking it alone.
- **Get support.** The road to a healthier lifestyle can sometimes be overwhelming. If you ever feel like you need to get back on track, talking to someone can help.



UnitedHealthcare Community Plan wants you to succeed. We have health coaches who can help you reach your goals. The health coaches can help you with each step you take down the road to a healthier life. Our health coaches can help you with any of the following:

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

To talk to a health coach, call us at **1-800-690-1606**. They will ask you to enter your member ID number that is on your insurance card. Make sure that you have that with you when you call. When asked why you are calling, simply say, 'health coaching.'



Are you dealing with abuse?

Abuse of children can take many forms. All forms of abuse are serious. It can be emotional, sexual, verbal or physical. There is nothing that you can do or say to deserve being abused. The abuse is never your fault. Everyone has the right to a safe and healthy relationship.

To report suspected child abuse, call **1-877-237-0004**. If you are in immediate danger, call 911. You do not have to have proof that abuse has occurred. Each concern will be reviewed on a personal basis.

Growing up.

Teach teens to take charge of their health.

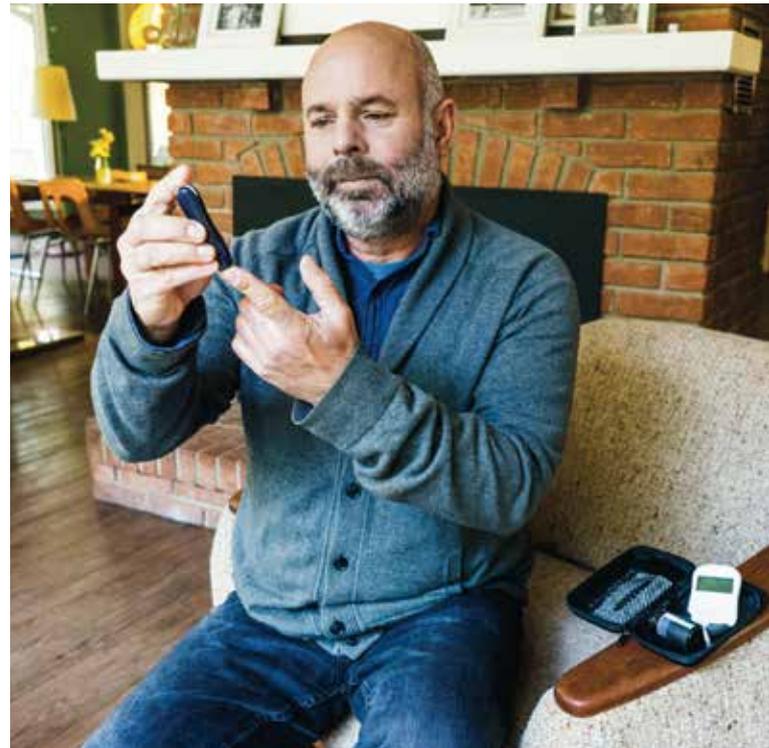
Teenagers can start learning to be health care consumers. Parents can teach their teens health care skills such as:

- Making medical and dental appointments.
- Writing a list of questions to ask at appointments.
- Talking with the provider.
- Filling out forms.
- Understanding medications.

Helping teens become involved with their care can be both challenging and rewarding. It can help teens build self-esteem, increase confidence and become more independent. It can also improve their experience with medical providers now and into adulthood.

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.



Under control.

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

A1C BLOOD TEST: This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. It tells you how well your treatment is working. Get this test 2 to 4 times per year.

HEART DISEASE: People with diabetes have double the risk of heart disease. Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. Get your blood pressure checked at every visit.

KIDNEY FUNCTION: Diabetes can damage your kidneys. This test makes sure yours are working right. Get this test once a year.

DILATED EYE EXAM: High blood sugar can cause blindness. In this test, eyedrops make your pupils bigger so the retina can be checked. It helps find problems before you notice them. Get this test once a year.

 **We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Customer Services at **1-800-690-1606**.

Do you need a sports physical?

Have a complete well-care checkup instead

Whatever your sport is, you'll need a physical to make sure you don't have medical problems that could hold you back. But an even better choice may be a full well-care checkup.

How is a well-care checkup different?

During a sports physical, your health care provider will check your overall health. They're specifically looking for anything that might keep you from playing your sport.

A well-care checkup goes further. It includes an unclothed exam. You'll have your vision, teeth and hearing screened, and lab tests and vaccines as needed.



This is also a time to talk about your feelings – like being down or hyper all the time. You can ask about your changing body and any problems with alcohol or drugs. Your provider will give you solid advice to make sure you get the care you need.

Most teens are very healthy, but sometimes small problems are caught early when they can be cleared up. All of us – kids, teens and adults – need regular checkups for that reason.



Who needs a checkup? Everybody!

Parents: Your child should get a TennCare Kids checkup every year. Getting a checkup is called preventive health care or “wellness.” This means taking your child to a health care provider even when he or she is not sick. Getting the screening on time is very important. Visit your primary care provider (PCP) once a year for a TennCare Kids wellness checkup.

Teens: You are mature enough to set your own wellness checkups. There may be more fun ways to spend a morning, but an hour in the PCP's office getting a checkup definitely beats getting sick. No one likes having to make up school work or miss fun activities. These yearly TennCare Kids checkups help keep you healthy. Before you leave the office, schedule your next appointment. Then set a reminder in your phone to repeat yearly and remind you a week or so in advance. That way you can be the healthiest you!

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

KidsHealth.

Get healthy facts at your fingertips.

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it. Get answers to your health questions at UHCommunityPlan.com/TNkids.

- Parents – find answers you can trust. Get provider-approved advice without the medical mumbo-jumbo.
- 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.

For healthy facts at your fingertips, visit UHCommunityPlan.com/TNkids today.



Steps toward your future.

Up until this point, the adults in your life have probably helped you make big decisions. But you're now making many of your own choices and beginning to take responsibility for your life. What path will you follow?

Preparing for success

It's just a fact: Education after high school is necessary for almost everyone. These steps can help you achieve your goals.

- 1. School attendance.** Just about every teenager wants to stay up late and sleep in the next morning. But that can lead to skipping school. Is that really smart? Start on your homework earlier. Shut off your phone. Set the alarm. You can do it. Learn more about the importance of sleep for teens at kidshealth.org.
- 2. Grades.** Good grades will get you to the next level in life. If you need help, tell your parents, teachers or school counselor. Learn more about good study habits at kidshealth.org.
- 3. Preparing for college.** The sooner you start making plans, the better. Talk to your school counselor about colleges, trade schools, scholarships, grants and loans. Make sure you're taking the courses you need. The HOPE Scholarship helps many students afford the schools of their choice. Get started now. Visit tn.gov/collegepays/ and kidcentraltn.com.



Bad breath?

Top causes and fixes for “dragon” breath.

What causes bad breath?

- 1. Bacteria.** Bad breath can happen anytime because there are hundreds of types of bad breath-causing bacteria that live in your mouth.
- 2. Dry Mouth.** Your mouth might not be making enough saliva. Saliva is important because it works constantly to keep your mouth clean.
- 3. Gum Disease.** If your bad breath just won't go away, or you always have a bad taste in your mouth, this could be a sign of advanced gum disease.
- 4. Food.** The list of bad breath-causing foods is long, and what you eat affects the breath coming out of your mouth.
- 5. Smoking and Tobacco.** Smoking stains your teeth, gives you bad breath, and puts you at risk for health problems.
- 6. Medical Conditions.** A sinus condition or gastric reflux could cause bad breath.

How can I keep bad breath away?

- 1.** Brush and floss.
- 2.** Take care of your tongue.
- 3.** Use mouthwash.
- 4.** Clean your braces and retainers.
- 5.** Chew sugar-free gum or mints to keep that saliva flowing.
- 6.** Quit or don't start smoking.
- 7.** Visit your dentist every six months for a checkup.

Health Equity.

How we use and protect cultural data.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data.



Learn more. Want more information on our health equity programs? Visit uhc.com/about-us/health-equity.

You may also call Member Services toll-free at **1-800-690-1606, TTY 711**, for more information.





Teen mental health.

Being a teenager is hard. You're under stress to be liked, do well in school, get along with your family and make big decisions. These are typical teen pressures. Worrying about them is normal. But feeling very sad, hopeless or worthless could be warning signs of a mental health problem. Mental health problems are real, painful and sometimes severe. Mental health problems can be treated.

Where to find help

If you or someone you care about is in crisis, please seek help immediately.

- Talk to your parents or an adult you trust
- Call 911
- Visit a nearby emergency department or your primary care provider's office
- Call the toll-free, 24-hour hotline of the National Suicide Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)**

Checkup Checklist.

My next checkup is due _____.

Not sure when it is due? Call your Primary Care Provider (PCP) and ask.

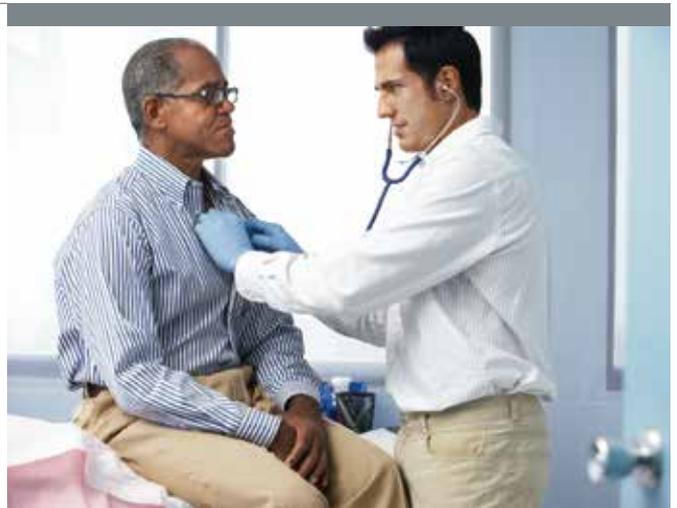
Not sure who your PCP is? To find out, call your health plan at **1-800-690-1606**.

Be prepared for your checkup. Write down questions for your PCP.

One question I have for my PCP is: _____

Or

Something my PCP needs to know about me is: _____



Adults need checkups, too.

Regular health exams can help find problems before they start. They can also help find problems early. That way, 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 affect how often you need to receive care. It's time to take charge of your health! Schedule an appointment with your health care provider to talk about 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™

Don't have a mobile phone? Call Customer Services to learn more about Lifeline, a no-cost federal phone program.

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

1-615-743-2000

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

1-615-743-2000

Family Assistance Service
Center Help Desk

Do you need free help with this letter?

If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-690-1606 (TTY 711).

Kurdish: کوردی

ئاگاداری: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆزایی، بۆ تو بەردەستە. پەیوەندی بە 1-800-690-1606 (TTY 711) بکە.

Arabic: العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-690-1606 رقم هاتف الصم والبكم (TTY 711).

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 1-800-690-1606 (TTY 711)。

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 1-800-690-1606 (TTY 711).

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606(TTY 711)번으로 전화해 주십시오.

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-690-1606 (TTY 711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-690-1606 (TTY 711).

Gujarati: ગુજરાતી

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-690-1606 (TTY 711).

Laotian: ພາສາລາວ

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໃດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-690-1606 (TTY 711).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-690-1606 (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 1-800-690-1606 (TTY 711).

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-690-1606 (TTY 711). पर काल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (TTY 711).

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-690-1606 (TTY 711).

Nepali:

नेपाली

ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।

Persian:

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 (TTY 711) تماس بگیرید.

- **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 1-800-690-1606. 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:

<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: https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 800-690-1606 TTY: 711</p> <p>You can get a complaint form online at: 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: http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>
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Reporting Fraud and Abuse:

English:

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 <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. 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.

Spanish:

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 <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. 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 1-800-433-5454.