



HealthTALK

FALL 2019



Trick or treat.

According to the Centers for Disease Control and Prevention, most Americans eat and drink too many added sugars. When passing out Halloween treats this fall, consider snacks such as pretzels, popcorn, sugar-free gum and trail mix. These are healthier options than candy.



Fight the flu.

Get a flu vaccine this season.

The flu virus is very common. An annual flu shot is the best protection. Everyone aged 6 months and older should get one each year. You need to get a flu shot every year because each flu season is different.



Here are 3 other things you can do this fall to keep from getting the flu:

- Wash your hands often with soap and water.
- Eat well, exercise, drink lots of water and get enough sleep.
- Cover your nose and mouth when you cough or sneeze.

 **It's 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's) office. You can also get one at any clinic or store that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.

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

The vape debate.

Most teens and adults know that smoking and other tobacco use is dangerous. But what about vaping? Vaping tools use electricity to turn flavored liquid into vapor. These include vape pens, electronic cigarettes and hookah pens.



Vaping may seem fun and harmless. You've probably heard that vaping is safer than smoking. That's because it doesn't fill your lungs with harmful smoke. But many health professionals agree that vaping can be harmful to the body. Most vaping tools contain nicotine. It's highly addictive. When you stop using it, you can go into withdrawal and feel depressed and crabby. Over time, nicotine use can lead to serious health problems. Some include heart disease, blood clots and stomach ulcers.

Because nicotine is so addictive, the best way to quit smoking or stop using vaping tools is never to start. If you smoke and want to quit, vaping isn't your best option. There's no proof that vaping is safe or successful at helping smokers quit. Talk to your primary care provider about medicines and other proven stop-smoking tools.



Quitting time? You can quit smoking and vaping for good with the right help. Get telephone support and information by calling the American Cancer Society at **1-800-227-2345, TTY 711**. Or get free help online at **quitnow.net**.

Mammograms save lives.

Schedule your screening.

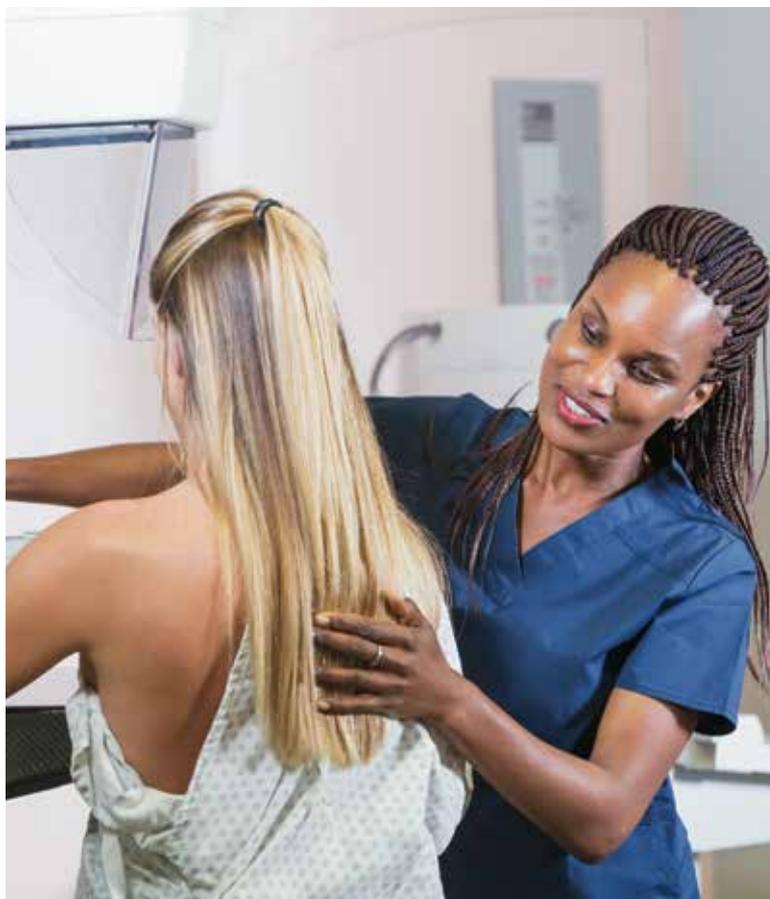
Breast cancer is one of the most common cancers in women. An estimated 268,600 U.S. women will be diagnosed with it this year.

October is breast cancer awareness month. It is a good time to schedule a mammogram if you are due for one. A mammogram is an X-ray of the breast. It is used to find breast cancer early, before you notice a lump. When caught early, breast cancer is often curable.

Talk to your doctor about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. The American Cancer Society recommends annual mammograms for women starting at age 40 or 45, depending on risk. Then mammograms every 2 years beginning at age 55. Women at high risk may continue annual screenings after age 55.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Member Services toll-free at **1-800-690-1606, TTY 711**. Or visit **myuhc.com/CommunityPlan**.



Smile.

Your child's first dental visit.

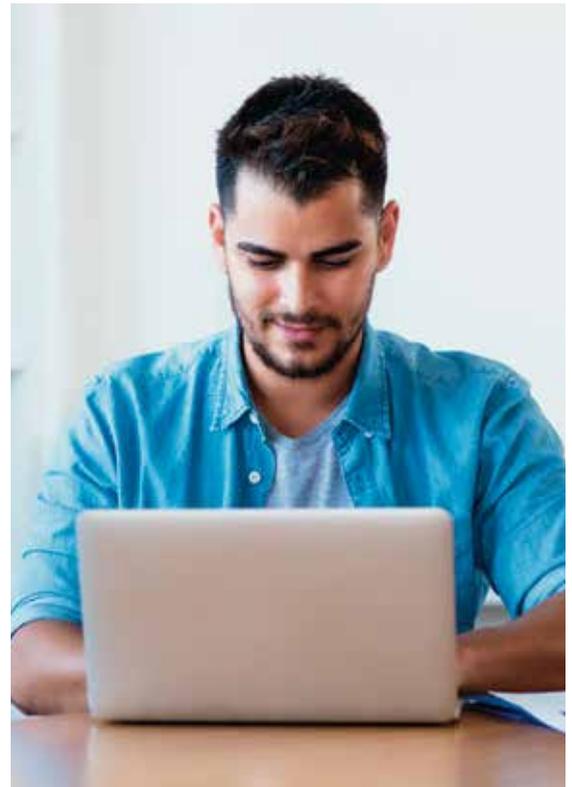
Years ago, dentists wanted parents to bring their child for their first visit by age 3. That has changed. Now, dentists say children should visit the dentist by age 1 or when the first tooth appears.

Cavities can begin attacking teeth as soon as they come in. More than 1 out of 4 children has had a cavity by the age of 4, and many get cavities before the age of 2. Many dental problems can be prevented and are easier to treat in the early stages.

The age 1 dental visit is also meant to teach parents and caregivers about the importance of oral health, how to care for their toddler's mouth, and to stress the importance of preventive checkups. This also builds trust between the dentist, the child's parents and caregivers, and the child. This will help the child feel at ease with the dentist and the dental office staff.

To find a dentist who cares for very young children, first call the office and ask at what age they start seeing children. Look for dentists that suggest by age 1 or when the first tooth appears. You can also ask your regular dentist for a suggestion.

 **Open wide.** Need help finding a dentist or making an appointment? Call us at **1-855-418-1622** or **TTY/TDD 1-800-466-7566**. Or visit our website at **DentaQuest.com**.



Get connected.

There is a new way to access all your TennCare benefit information. It's called TennCare Connect. TennCare members can visit **tenncareconnect.tn.gov** now and create an online account with TennCare Connect. All you need is your name and your email address.

When you create an account, you can connect your TennCare coverage details to your account online. You will be able to see your case information and eligibility coverage dates. With TennCare Connect, you'll be able to:

- Submit applications.
- Make changes (like change your address or update your income).
- Complete annual renewals.
- Upload requested documents such as pay stubs or tax documents.
- Receive electronic notices.

There is also a free mobile app. By using the mobile app, TennCare members can upload documents, view notices and make other changes.

 **Ready to connect?** Just search TennCare in the Apple App Store or on Google Play™ and download the app today!

The right dose.

Make a plan for ADHD treatment.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor.

A one-size-fits-all plan does not work for children with ADHD. What works for one child may not work for another. A child who takes ADHD medicine must be seen by the doctor to make sure they are 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 2 more times in the next 9 months.



Plan of attack. We can help with scheduling an appointment or finding a provider. Call Member Services toll-free at **1-800-690-1606, TTY 711**. Or visit myuhc.com/CommunityPlan.



Community living.

Options for CHOICES and ECF CHOICES members.

Did you know that CHOICES and Employment and Community First CHOICES (ECF CHOICES) offer Community Based Residential Alternatives (CBRA) for people who want to stay living in the community instead of in a nursing facility or hospital? The most common type of CBRA is Community Living Supports (CLS).

CLS is a shared home or apartment where you and no more than 3 other people live. There is also a Community Living Supports – Family Model (CLS-FM). CLS-FM is a shared home or apartment where you and no more than 3 other people live with a trained host family.

The level of support provided for each of these CBRAs depends on your needs and can include hands-on assistance, supervision, transportation and other support needed to stay in the community.



Live the way you want. Are you interested in exploring a CBRA? Please reach out to your Support Coordinator or call Member Services toll-free at **1-800-690-1606, TTY 711**.

A healthier you.

How to set goals for eating better.

Do you want to get healthier? Do you need to change your eating habits? You can start by setting simple healthy eating goals. If you set goals you cannot reach, you are less likely to be successful.

When setting goals:

- Be sure the goals are realistic.
- Write down the goals.
- Set short-term goals.
- Keep the goals simple.

Once your healthy eating goals are set, be sure to follow them to stay on track. Here are some ways to get you on the road to a healthier you.

- Eat fruits and vegetables.
- Choose whole grain.
- Choose fat-free or low-fat (1%) milk, yogurt or cheese.
- Drink water instead of drinks with sugar.
- Choose lean meats.
- Choose foods with less sodium.
- Pay attention to the portion size.

Lastly, check your body mass index (BMI). This gives you an idea of how much body fat you have. Too much body fat leads to health problems. Your BMI can give you an idea if you are a healthy weight, but other factors such as age, sex and race are also important to consider. Ask your primary care provider if you have questions about your BMI.

 **Know your number.** Your doctor can tell you what your BMI is. Or you can enter your weight and height to find out your BMI at [cdc.gov/healthyweight/assessing/bmi](https://www.cdc.gov/healthyweight/assessing/bmi).



Not just for kids.

Many adults don't realize they still need protection from preventable diseases. Vaccines are not just for kids. Adults still need certain vaccines to protect them and their loved ones from these diseases.

Even healthy adults can become seriously ill. They can pass illness onto others. Vaccines are especially important for older adults.

The vaccines adults need change as they grow older. Everyone aged 6 months and older should have a flu shot every year. And every adult should get the Tdap vaccine once. This protects against pertussis (whooping cough), tetanus and diphtheria. Then you need a Td booster every 10 years.

Other vaccines for adults include shingles, pneumococcal, hepatitis and HPV. These depend on a person's age, occupation, travel, risk factors and health status. Be sure to check with your doctor and see if you are up-to-date on your vaccines.

 **What vaccines do you need?** Learn more about vaccines for every member of your family at [CDC.gov/vaccines](https://www.cdc.gov/vaccines).

Connect with us.

Connect to CARE.

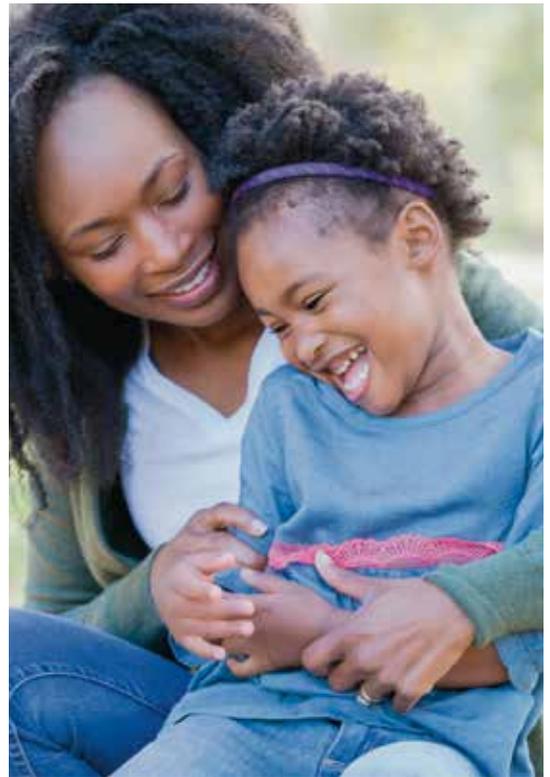
We want to help you achieve your best life and health by:

- **C** — Connecting with community resources (like food pantries and housing help).
- **A** — Acting for better health by learning about your care needs.
- **R** — Reducing the stigma (shame or blame) often felt by those who need help.
- **E** — Empowering yourself to take the steps needed for better health.

Tell us about your needs. Take the CARE survey and learn about free resources at: tn.gov/tenncare/members-applicants/civil-rights-compliance.html.

Taking the survey will help us all improve health in Tennessee. Your answers will not have your name on them. They will be combined with information from other community members.

Thank you for caring about your health and the health of your community.



Need a ride?

We can get you to your medical appointments.

As our member, you can get non-emergency transportation to and from your health care visits. This includes visits to your doctor, pharmacy and other services covered by TennCare. Here's what you should know when scheduling your ride:

- You must schedule each trip you need to take. If you will be going to an appointment many times, you may be able to request a subscription.
- Schedule a ride at least 72 hours before your appointment, unless your doctor identifies your trip as urgent.
- You can only use these rides to take you to and from your covered health care appointments.
- You must provide correct information when you book your trip.
- If your appointment changes, call to let us know what has changed.
- When the driver arrives to pick you up, you must be at the pick-up location you provided. Drivers are only able to wait for 5 minutes.
- If the time for your return trip home was not already scheduled, call to tell us that you are ready to be picked up for your ride home.



We're on our way. To schedule your next ride, call us at **1-866-405-0238**.

Know the risks.

Taking medicine during pregnancy.

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 doctor first. In some cases, stopping medication use during pregnancy may be more harmful than taking it. It is important to balance the possible dangers and benefits of any medication being considered.

Medications like narcotics (opioids) can be unsafe to use during pregnancy. They are used to treat moderate 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 include:

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

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



Ask questions.

Asking questions is a great way to get to know your medicine. Your provider may suggest a new medicine to help improve your health. This is an important time to ask why you need the medicine, how it will help you and what to expect.

Bring a list of all your medicines to your medical appointments. This will help your provider know everything you are taking. Openly share your concerns. This will help you and your provider make decisions about medicines together. You can learn more about your health and medicine by asking questions.

TennCare Kids screening.

If you are sick, you should see a doctor, right? What if you are healthy? Well-child visits (or TennCare Kids checkups) are important, even when a child is healthy. Well-child checkups will help keep your child healthy. UnitedHealthcare Community Plan wants your kids to be happy and healthy.



Checkup time. Call your primary care provider's office today. Or call us toll-free at **1-800-690-1606, TTY 711.**

We can help you make an appointment for a TennCare Kids screening.



Damage control.

How to manage schizophrenia and diabetes.

If you are diagnosed with schizophrenia, you may be at a greater risk of getting diabetes, or you may already have diabetes. It is important that you work closely with your mental health provider and primary care provider (PCP) to check your medications and blood levels.

Over time, diabetes can cause damage to your body. If you are not sure if you have diabetes, talk to your case manager, nurse practitioner or psychiatrist. You should make an appointment or ask them to help you make an appointment for you to see your PCP as soon as possible. Having regular checkups with your PCP is very important.

If you have diabetes, you could make a significant impact in your health if you:

- Have a hemoglobin A1C (HbA1c) HbA1c test 2 times a year.
- Have a low-density lipoprotein (LDL) LDL-C test at least 1 time a year.
- See an eye doctor for a retinal eye exam 1 time a year.
- See your PCP at least 4 times a year.
- Check your blood sugar often.
- Have your blood pressure checked at each health care appointment.
- Check your feet every day for cuts and sores.
- Check your weight often.
- Exercise often.
- Don't smoke or drink alcohol.
- Review your medications with your PCP and mental health care providers often.

Employment and Community First CHOICES.

TennCare's program for people with intellectual and other developmental disabilities is called Employment and Community First CHOICES (ECF CHOICES).

ECF CHOICES offers many different kinds of services to help people with intellectual and/or developmental disabilities. People enrolled in ECF CHOICES work with a support coordinator who helps them plan for and get both health care and community services and support. This means better health and quality of life. They also get support to help them do things in the community, build relationships and reach their goals.

Some of these services include:

- Job finding and coaching services.
- Community integration support services.
- Independent living skills training.
- Community transportation.
- Minor home modifications.
- Supportive home care.
- Personal assistance.

Families of people in ECF CHOICES can also get support created by families for families.

 **Learn more.** To learn more about ECF CHOICES, please reach out to your Support Coordinator or call Member Services toll-free at **1-800-690-1606, TTY 711.**



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

Member 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 Miembro 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.

Our Member App

Health4Me®

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

NurseLineSM

1-800-690-1606, TTY 711

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 BlocksTM

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.

MyHealthLineTM

Don't have a mobile phone? Call Member 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.

TennCare Connect

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

(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: كوردی

ئاگاداری: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆراپی، بۆ تۆ 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 ደደውሉ 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, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 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).

<p>Nepali:</p> <p>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।</p>	<p>नेपाली</p> <p>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।</p>
<p>Persian:</p>	<p>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.</p>

- 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.