Health Talk

Your journey to better health

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United Healthcare Community Plan

Communication needs

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at the phone number on Page 8.

Care Guidelines

The best care

Tools for better health

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit **uhcprovider.com/cpg**.

UnitedHealthcare Community Plan
10 Cadillac Drive, Suite 200
Brentwood, TN 37027

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Health Equity

Safe and secure

How we use and protect language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, gender identity and sexual orientation. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit **uhc.com/about-us/rel-collection-and-use**. For more information on our health equity program, visit **unitedhealthgroup.com/what-we-do/health-equity.html**.

Plan Benefits

Caring for you

We want to make sure you get the care you need when you need it. If you need help getting to your provider's office, we can help. Our health plan offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 8 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit **connect.werally.com/state-plan-selection/uhc.medicaid/state**. Or use the UnitedHealthcare app.

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Member Handbook

All about your health plan

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities
- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to ask for an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse

Get it all. You can read the Member Handbook online at **myuhc.com/communityplan/benefitsandcvg**. Or call Member Services toll-free at the phone number on Page 8 to request a copy.

Prescriptions

Your drug benefits

What you need to know

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. You may need to use a generic drug in place of a brand-name drug.
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 also might be limits to the amount you can get of certain drugs.
4. **Any costs to you.** You may have copayments for prescriptions.

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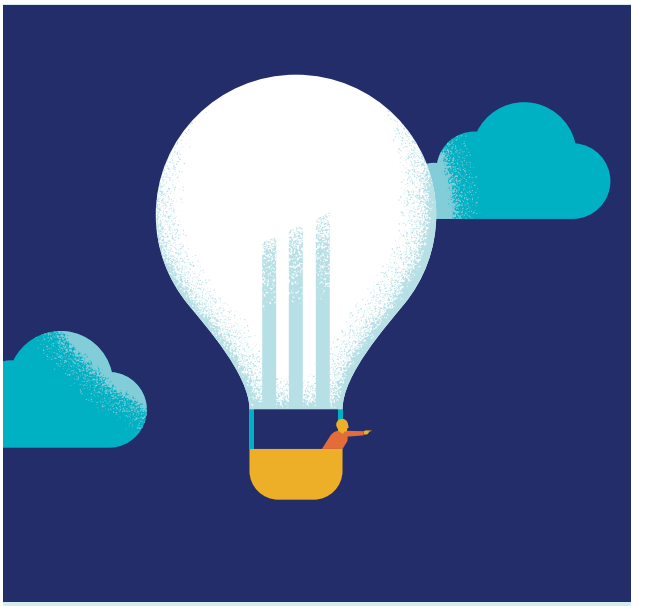
Look it up. Find information on your drug benefits at **myuhc.com/communityplan/pharmaciesandrx**. Or call Member Services toll-free at the phone number on Page 8.



Utilization Management

The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them. Our UM staff reviews the services your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

When the care is not covered under your benefits, it may be denied. It may also be denied when it does not meet clinical practice guidelines. We do not pay or reward our providers or staff for denying services or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.

If you have any questions, call Member Services toll-free at the phone number on Page 8. TTY services and language assistance are available if you need them.

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Dental Care

Prevent tooth decay with regular fluoride treatments

Fluoride is a natural occurring element that makes teeth strong. It is found in tap water, toothpaste and some fruits and vegetables.

Your dentist can give your child a fluoride treatment to help prevent tooth decay. It is a safe and reliable way to protect your child's teeth. This treatment works because fluoride combines with crystals in tooth enamel to make teeth stronger. Tooth enamel that contains fluoride makes it harder for bacteria to cause tooth decay.

Before applying fluoride to your child's teeth, the dentist will make sure your child's teeth are clean. Then, fluoride will be painted on all the surfaces of your child's teeth. The fluoride will dry and leave a thin film on the teeth. Fluoride treatments can be applied at least 2 times a year by your dentist.

Adult dental care

TennCare has expanded dental benefits for TennCare Medicaid adult members beginning Jan. 1, 2023. You are now able to see the dentist at no cost to you. Your dental benefits are managed by DentaQuest. DentaQuest will send you a letter about your new benefits. For questions about dental coverage and where to find a dentist, visit **tn.gov/tenncare/members-applicants/dental-services**.

Schedule your visit. To find a dentist for your child, call DentaQuest at **1-855-418-1622**, TTY **1-800-466-7566**. Or visit **dentaquest.com**.

Primary Care

Take charge

Preparing for your provider visit can help you get the most out of it. So can making sure your provider knows about all the care you get. Here are 4 ways you can take charge of your health care:

1. **Think about what you want to get out of the visit before you go.** Focus on the top 3 things you need help with.
2. **Tell your provider about any drugs or vitamins you take.** Bring a written list. Or bring the actual medicines. Mention who prescribed them for you.
3. **Tell your provider about other providers you see.** Include behavioral health providers. Bring copies of any test results or treatment plans from other providers.
4. **If you were in the hospital or emergency room (ER), see your provider as soon as possible after you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

Health Tools

Stay well

Programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our population health program. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.

Learn more. You can find more information about our programs and services at **myuhc.com/communityplan/healthwellness**. If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 8.

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Everyday Life

Get healthy, stay healthy

5 things you can do to play an active role in your health

There are several ways for you to take charge and play an active role in your health. These 5 actions can help you get healthy and stay healthy. They are preventative steps you can take to make your overall health better.

1. **Focus on your diet and exercise.** Take charge of what you eat. Make healthy eating choices. Combined with a regular exercise routine, this will put you on a solid path toward a healthy lifestyle.
2. **Visit your doctor.** Don't miss an appointment. Be sure to see your doctor each year for a regular checkup. Take charge and ask your doctor questions — knowledge is power!
3. **Do your research.** Be knowledgeable about your health. Research the medicines you are taking and any chronic illnesses you may have. Know your family health history.
4. **Stop using tobacco.** Quitting tobacco products will go a long way toward boosting your health. It also helps to prevent chronic illness down the road.
5. **Get screened.** Early detection is one of the best ways to prevent a chronic illness from getting worse. Get screened by your doctor whenever possible, recommended or required.

By following these guidelines, you can take charge and play an active role in your health.

Time for a checkup? If you are due to see a doctor, schedule your visit today. If you need help finding a new provider or making an appointment, we can help. Call Member Services toll-free at the phone number on Page 8.

Renew your coverage

Are you a TennCare or CoverKids member? Renewals are starting soon. Don't risk a gap in your health insurance. Verify your contact information today! Online is faster using **TennCareConnect.TN.gov**, but you can also call **855-259-0701** or use the TennCare Connect app on the Apple Store or Google Play.

Member Resources

Here for you

UnitedHealthcare Resources

Member Services
1-800-690-1606, TTY **711**
Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

Our Website
myuhc.com/communityplan
Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Get a discrimination complaint form.

NurseLine
1-800-690-1606, TTY **711**
NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

Transportation
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. To schedule your next ride, call **1-866-405-0238**.

Healthy First Steps®
1-800-599-5985, TTY **711**
uhchealthyfirststeps.com
Get support throughout your pregnancy.

TennCare Resources

DentaQuest
1-855-418-1622
dentaquest.com
DentaQuest provides dental care for members under age 21.

Civil Rights Compliance
tn.gov/tenncare/members-applicants/civil-rights-compliance.html
Report potential discrimination.

TennCare
1-800-342-3145,
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 to help you understand your plan and get treatment.

TennCare Connect
1-855-259-0701
Get help with TennCare or report changes.

Reporting Fraud and Abuse
To report fraud or abuse to the Office of Inspector General (OIG), call toll-free **1-800-433-3982**. Or visit **tn.gov/tenncare** and click on "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

Community Resources

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-QUIT-NOW
(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.

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United Healthcare Community Plan

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

خزمەتگوزاریەکانی یارمەتی زمان، بەخۆڕایی، بۆ تۆ دەستەبەرکراوە. پەیوەندی بکە بە ئاگاداری: ئەگەر بە زمانی کوردیقسەدەکەیت، **1-800-690-1606** (TTY **711**).

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at **1-800-690-1606**, TTY **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 treated you differently? Then call UnitedHealthcare Community Plan at **1-800-690-1606** or TennCare **1-855-857-1673**, TTY **711** for free.

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/Español:

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.