



# HealthTalk

Your journey to better health



## Do you know what drugs are covered under your health plan?

See page 2 for details about your prescription drug benefits.

## Plan benefits

## Caring for you

The following services are available to you as a plan member:

- If you need help getting to your provider's office, our plans offer transportation benefits to get you to appointments.
- When you need to see a provider right away, we offer care after hours in urgent care centers.
- Many plans offer NurseLine that you can call anytime 24/7.
- Virtual visits are offered in most states.

Learn more about your benefits and services. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan) or use the UnitedHealthcare app.



## Plan benefits

# We care

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 can 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 doctor 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.

You can find more information at **myuhc.com**. There you can learn more about the benefits, programs, and services offered to you. If you want to make a referral to our case management program, call Member Services at the phone number on page 9.

## Plan benefits

# 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. 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 may also be limits to the amount you can get of certain drugs.
4. Any costs to you. You may have copayments for prescriptions



### Look it up

Find information on your drug benefits at **myuhc.com/communityplan**.

Or chat with an advocate through **myuhc.com/communityplan** or the **UHC mobile app**.



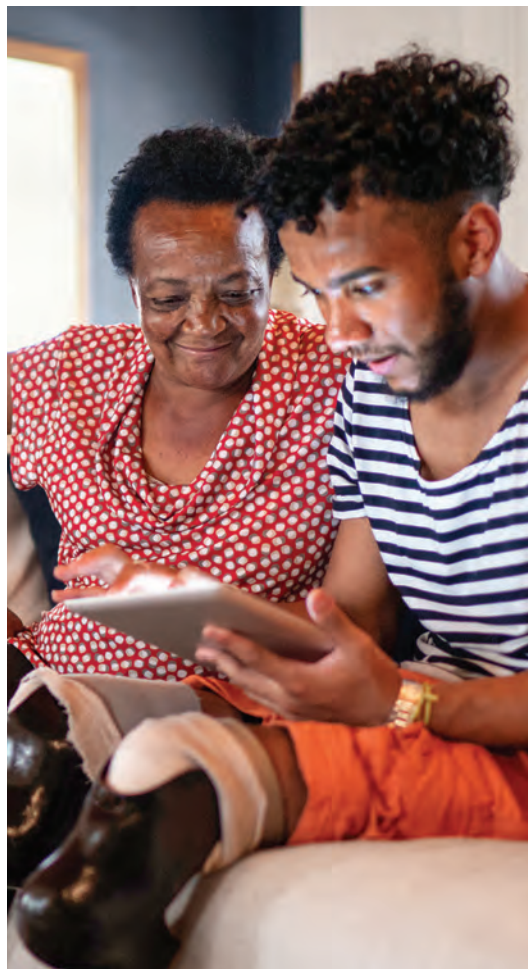
## Top Quality

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better healthcare and services. Each year we set goals and measure how we are doing.

Some of our goals focus on improving the number of services pregnant members and children receive. These include post-partum visits, well check-ups, and immunizations. Other goals focus on making sure people with certain diseases, such as diabetes, get the tests they need. Sometimes a member needs to go to the hospital or emergency room for a mental health issue. When this happens, our goal is that they see a mental health professional after they go home.

We also survey our members each year. We want to see how they feel our health plan is performing. We use this feedback to improve the services that we offer, including our provider network and customer service. This year we are working on improving member's digital experience.

Want more information on our Quality Improvement program and results? Call Member Services toll-free at the phone number on page 9.



## Utilization management

### The right care

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. They decide if the care and services are correct. The services must be covered under your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care. Members and doctors have the right to appeal denials. A denial notice will tell you how to appeal.

Questions? Talk to our staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Call Member Services toll-free at the number on page 9.

Care guidelines

# Top care

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They inform the providers about how to manage illnesses and promote wellness. The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise, and recommended vaccines.



## Learn more

For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

# By the book

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](http://myuhc.com). Or call Member Services toll-free at the phone number on page 9 to request a printed copy of the handbook.



# Employment Services Expand to CHOICES

CHOICES members now have new services to help meet their employment goals. Both CHOICES and Employment and Community First CHOICES members can get help to prepare for work, support on the job and even help to advance your career.

## Employment Services can help CHOICES and ECF CHOICES members with:

1. Exploring jobs based on your interests to help you decide if you want to work
2. Seeing how much you can work if you receive Social Security Income
3. Learning skills to help get a job
4. Learning what support you need to be successful
5. Getting a job
6. Support or help at your current job
7. Finding a second job or better job



### Want to learn more about these new employment services?

Contact your CHOICES or ECF CHOICES coordinator to learn more about employment.

## Language help

# 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 9.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas que no sea inglés o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a Servicios para Miembros al número de teléfono que aparece en la página 9.



نحن نقدم لك خدمات مجانية لمساعدتك على التواصل معنا؛ يمكننا أن نرسل لك المعلومات بلغات أخرى غير اللغة الإنجليزية أو بحروف كبيرة. يمكنك أن تطلب الاستعانة بمترجم فوري. لطلب المساعدة، يُرجى الاتصال بقسم خدمات الأعضاء على رقم الهاتف الموجود في الصفحة 9.

## Earbuds: Small, But Powerful

Listening to music using earbuds allows you to relax and reduce stress. But it can also cause hearing loss, even at an early age.

**If you answer yes to any of these questions, you may be experiencing hearing damage.**

- Are you hearing people's voices less clearly?
- Are you frequently asking people to repeat themselves?
- Does your family ask you to turn down the television because it is too loud, but you hear it at a normal level?
- Can others around you hear the music you are playing through your ear buds?

With a few simple changes to your listening habits, you can keep your ears healthy and lower your chances of hearing loss in the future.

### **Switch to headphones**

Headphones help block out other noises, so you don't have to turn up the volume on your music as loud to hear it well. Compared to earbuds, headphones put the source of sound farther away from your inner ears.

### **Listen at volumes lower than 85 decibels**

That's roughly the sound of city traffic heard from inside a car. Anything higher can cause damage.

### **Take a break**

If you have music playing in your ears for hours at a time, you're putting yourself at risk of permanently damaging your ears.

### **Follow the 60/60 rule**

Never turn your volume past 60 percent and only listen to music with ear buds for a maximum of 60 minutes per day.

## Member Handbook

# Membership, benefits and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting [myuhc.com/communityplan](https://myuhc.com/communityplan). Want a printed copy? Call Member Services at **1-800-690-1606**, TTY **711** to ask for the Member Handbook to be mailed to you.



# Think smoking only affects your lungs? Think again!

Smoking leads to disease and harms nearly every organ of the body. Cigarette smoking is the leading preventable cause of death in the United States. So don't start a bad habit! Quitting smoking now improves your health and reduces your risk of heart disease, cancer, lung disease, and other smoking-related illnesses. Secondhand smoke is dangerous also. It contains more than 7,000 chemicals and even causes numerous health problems in infants and children. It's never too late to quit smoking.

## If you already smoke, here's what you can do:

Prepare for your follow-up visit so you can get the most out of it. Make sure your provider knows about all the care you received at the hospital. Here are 4 ways you can take charge of your health care:

- Talk to your primary care provider about options to help you quit
- Make a plan to quit
- Manage your cravings
- Call the Tennessee Quit Line at **1-800-784-8669**
- Download the FREE Quit Mobile Guide App
- Free 24/7 quit help texted to your phone! Text **QUIT** to **615-795-0600**

## Preventive care

# Everyone needs an ounce of prevention

## What is preventive care?

It includes health services like screenings and check-ups. It might also include vaccines, lab tests, physical exams and prescriptions. These services are used to prevent illnesses, disease, and other health problems. Preventive health care can help you and your children stay healthier throughout your lives.

A routine checkup lets your primary care provider (PCP) find potential health problems BEFORE you feel sick. Getting suggested preventive services and making healthy lifestyle choices are key steps to good health and well-being.

Learn about preventive care for you and your family. Ask your PCP what health care you and your family need to stay healthy.

# 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, sexual orientation, and social needs. 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 in meeting your health care needs. Examples of how we may use it to improve the services we provide include:

- 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 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/privacy](https://uhc.com/privacy).

To learn more information on our health equity program visit [uhccommunityandstate.com/healthequity](https://uhccommunityandstate.com/healthequity).

---

## Your privacy

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 throughout our business. We have rules and technology that 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 check to make sure we use PHI and FI 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

You may read of privacy policy in your Member Handbook. It's online at [myuhc.com/communityplan](https://myuhc.com/communityplan). You may also call Member Services toll-free at the phone number on page 9 to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

# We're here to help

## 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](https://myuhc.com/communityplan)**

All your health information in one place. You can find a health care provider, view your benefits or see your member ID card, wherever you are.

### **UnitedHealthcare app:**

#### **Download on the App Store or Google Play**

Access your health plan information on-the-go. View your coverage and benefits. Find nearby network providers. View your member ID card, get directions to your provider's office and much more.

### **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.

**UHC Doctor Chat:** Skip the waiting room and connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24 hours a day, 7 days a week and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **[UHCDoctorChat.com](https://UHCDoctorChat.com)**.

### **Transportation: 1-866-405-0238**

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.

### **Healthy First Steps®:**

#### **1-800-599-5985, TTY 711**

#### **[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

Get support throughout your pregnancy.

### **Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)**

Ease stress and boost your mood with this Self Care app that gives you emotional health tools like meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

### **Community Resources:**

#### **[uhc.care/HTCommConnector](https://uhc.care/HTCommConnector)**

UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

### **Expressable: [expressable.com/united](https://expressable.com/united)**

Partner with a licensed speech therapist for 1-on-1 virtual sessions from the comfort of home – with weekly practice activities, education, and support to reach your goals faster.

### TennCare resources

**DentaQuest: 1-855-418-1622**  
**dentaquest.com**

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

**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.

**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 Tobacco QuitLine: tnquitline.org**  
**1-800-QUIT-NOW (1-800-784-8669)**  
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 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.

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

## Arabic: ربيعة

وظةحل: اذا ملكتت غللا ربيعةا اتمددةعاسملا ويةغللا رةفوتم لك انجام. اتصل مقبر: 1-800-690-1606 (TTY: 711) مقرر فتاه صملا و مكبلا

## 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 ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-690-1606 (መስማት ለተሳናቸው:TTY:711)፡

## Gujarati: ગુજરાતી

સુચના: 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**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. 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 कॉल करें।

**Serbo-Croatian:        Srpsko-hrvatski**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Russian:                    Русский**

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

**Nepali:                    नेपाली**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-690-1606 (टिटिवाइ: TTY:711).

**Persian:                    فارسی**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 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 1-800-690-1606. 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, birthplace, language, age, disability, religion, or sex.

Do you think we did not help you or you were treated differently because of your race, color, birthplace, 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:

**TennCare, Office of Civil Rights Compliance**

310 Great Circle Road, 3W  
Nashville, TN 37243

Email: **HCFA.Fairtreatment@tn.gov**

Phone: 1-855-857-1673 (TRS 711)

You can get a complaint form online at:

**<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**

**Civil Rights Coordinator, UnitedHealthcare Civil Rights Grievance**

P.O. Box 30608  
Salt Lake City, UT 84130

Email: **UHC\_Civil\_Rights@uhc.com**

Phone: 1-800-690-1606

**U.S. Department of Health & Human Services, Office for Civil Rights**

200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201

Phone: 1-800-368-1019 (TDD 1-800-537-7697)

Online: **<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>**