



HealthTalk

Your journey to better health



Health is 24/7 – now your health plan support is, too

Download the **UnitedHealthcare app** for on-the-go access to your plan benefits and coverage. Available on the App Store® or Google Play™.

Covered care

Save money at the pharmacy

Over-the-counter products are items you can buy without a prescription. They include cold and allergy medicine, pain relievers, vitamins, first-aid cream, and other products. Your benefits may lower the cost of OTC items.



Questions?

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



Dental health

Diabetes and dental health

More than 38 million people in the United States have diabetes.¹ High blood sugar can make it harder to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



For help finding a dentist call Member Services at the phone number on page 6. And remember to have your A1C checked every 3 months.

Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. At this visit the doctor will give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their baby immunizations, school-age kids need more, such as:

- COVID-19 and flu – recommended each year
- Tdap – age 11–12
- HPV – age 11–12
- Meningococcal – age 11–12 and age 16



Measle cases are on the rise.¹ Talk to your child's doctor to make sure they received the Measles, Mumps and Rubella (MMR) vaccine or to schedule their vaccination.

Postpartum care

Caring for your body after giving birth

Your body needs to recover after giving birth. While your new baby needs a lot of attention and care, it is important to take care of yourself, too.

- Get as much rest as possible. Sleep when your baby sleeps.
- Try to eat right. A healthy, balanced diet can help your body recover.
- Move a bit. Check with your health care provider first. If they say it's okay, try to walk and do postpartum exercises for even a few minutes each day.
- Be honest with friends and family. Ask for help when you need it.

If you have high blood pressure, diabetes or are overweight, you might be at a higher risk for preeclampsia and other complications. To learn more about warning signs to watch for, visit cdc.gov/hearher/maternal-warning-signs.

Protect your skin

Skin cancer is the most common form of cancer in the United States. It is estimated that nearly 9,500 people are diagnosed with skin cancer every day.² Indoor and outdoor tanning can lead to an increased risk of developing skin cancer.³

Others at higher risk of developing skin cancer include:

- Those with fair skin
- Those with light, red or blonde hair
- Those with blue, green or gray eyes

How to protect your skin:

- Apply sunscreen
- Wear protective clothing and wide-brimmed hats
- Avoid artificial tanning booths, use sunless lotions instead

Check your skin monthly for changes in the size, shape or color of a mole. Call your provider and schedule a checkup if you find any changes related to your skin.

Health & wellness

Mental health and kids

Every kid has days when they don't feel great and don't behave the way their parents or caregivers would like. If those tough moments seem to be happening more often, it could be a sign of a mental health condition. While a diagnosis requires a trip to the doctor, here are some things to look for:

Stress – When faced with a lot of stress, young children may become clingier, complain of stomachaches or headaches, and some will start having bathroom accidents. Older elementary-age children may cry easily, become irritable or angry, or have outbursts.

Anxiety – If a child is afraid of being away from their parents, worried about the future, social situations or a specific thing, talk to their doctor. Signs of extreme worry can include tearfulness, tiredness, stomachaches, irritability and anger.

Depression – All kids feel sad sometimes. But if they feel sad, hopeless or irritable often, it could be a sign of depression. Other signs include having trouble paying attention; experiencing changes in eating, sleeping or energy; or no longer enjoying fun things.



Call or text 988 if you need crisis support. If you need help connecting with resources, Chat with an advocate through myuhc.com/communityplan or the UHC mobile app.

²melanomafoundation.org/statistics

³aimatmelanoma.org



Toothbrushing tips

Going to the dentist 2 times a year is important to your oral health. How you take care of your teeth at home is important, too. Here are some tips on how to brush your teeth well:

- Choose a brush that is the right size with soft bristles
- Use a pea-sized amount of toothpaste with fluoride
- Brush with light pressure
- Brush with the bristles diagonally at a 45-degree angle towards your teeth
- Brush all sides of your teeth
- Make sure to brush all your teeth. Your toothbrush can only clean 1-2 teeth at a time
- Brush after breakfast and before bedtime
- Brush for 2 minutes
- Replace your toothbrush every 3-4 months



New benefit for pregnant and postpartum members

Home blood pressure monitoring devices are now available to members who are pregnant or in postpartum. The benefit applies to a person of any age or gender that has TennCare or Children's Health Insurance Program (CHIP) coverage.

Prior authorization is not required if your primary care provider (PCP) submits a claim with a qualifying diagnosis. Talk to your PCP to see if you qualify.



We're here to help. If you have questions, please call TennCare Member Services toll-free at **1-800-690-1606**, TTY **711**.

Member Handbook

Membership, benefits and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting **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.



We're here to help

UnitedHealthcare resources

Member Services:

Toll-free **1-866-600-4985**, TTY **711**

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

NurseLine: 1-866-600-4985, TTY **711**

NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

Healthy First Steps®:

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

uhchealthyfirststeps.com

Get support throughout your pregnancy (toll-free).

Self Care by AbleTo: ableto.com/begin

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Community Resources:

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

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.

Community Resources

Tennessee Statewide 24/7 Crisis Line:

1-855-CRISIS-1 (1-855-274-7471)

Get immediate help for behavioral health emergencies.

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 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**. To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

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 1-866-600-4985 (TTY:711).

Kurdish: کوردی

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڤایی، بۆ تو بهردهسته. په‌یهندی به
1-866-600-4985 (TTY:711).. بکه

Arabic: ربيعة

وظةمحد: اذا متتكل ؤللغا ربيعةا اتمددة عالمسا ويلةلغا رةقومتك لئ انجام. اتصل مقبر: 1-866-600-4985
مقر فتاه صملا و ملبكا (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 1-866-600-4985
(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
1-866-600-4985 (TTY:711).

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-866-600-4985 (TTY:711) 번으로 전화해 주십시오.

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés
gratuitement. Appelez le 1-866-600-4985 (TTY:711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው
ቁጥር ይደውሉ 1-866-600-4985 (መስማት ለተሳናቸው: TTY:711).

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન
કરો 1-866-600-4985 (TTY:711).

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-600-4985 (TTY:711).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-600-4985 (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 1-866-600-4985 (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 1-866-600-4985 (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 1-866-600-4985 (телетайп: TTY:711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-600-4985 (टिटिवाइ: TTY:711).

Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-600-4985 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 1-866-600-4985. 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: 1-866-600-4985

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>**