



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 (OTC) 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 5. And remember to have your a1c checked every 3 months.

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- How does this condition affect my health?
- What are the treatments?

Our disease management program can help. Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell

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.

Make an appointment with your primary care provider (PCP) today

Yearly checkups (or annual wellness visits) help you stay healthy. These visits are in addition to other doctor visits about medical concerns. **It is important to see your PCP once a year even if you don't feel sick.**

The visit is covered at no cost to you

- See your in-network PCP for this visit
- Your PCP is the main doctor you see for most of your care
- Bring your member ID card

Schedule your appointment

- Need help making an appointment? We can help. Chat with Member Services through myuhc.com/communityplan or the **UnitedHealthcare® app**

What to expect at your visit

- Your PCP may check your heart and lungs, hearing, vision and body mass index (BMI)⁴
- Ask about other tests, screenings or shots that are right for you
- Talk to your PCP about any of your health concerns and what illnesses you may be at risk for



²melanomafoundation.org/statistics

³aimatmelanoma.org

⁴Centers for Disease Control (CDC)

Blood pressure monitoring

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**.

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

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.



Self-Direction of Health Care Tasks

If you're a member of CHOICES or ECF CHOICES, you can have your care workers help with your medication and other necessary health tasks, as long as you and your primary care provider (PCP) approve. This is called "Self-Direction of Health Care Tasks."

Normally, only a nurse can give you medicine if you don't have family help. But with CHOICES and ECF CHOICES, your care workers can assist with these tasks instead.

You can't hire someone just to give you medicine. This assistance is an extra service your worker can provide while giving you other care.

Here's what you need to do:

- Talk to your PCP about having your care worker help with your medicine and health tasks
- You or your representative must train the workers on these tasks
- Make sure it's written in your Person-Centered Support Plan (PCSP)
- Have a backup plan for who will help if your worker is unavailable

Talk to your care coordinator if you have questions about self-direction of health care tasks.

Member resources

We're here to help

UnitedHealthcare resources

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-800-690-1606**, TTY **711**

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

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: Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at **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

Get support throughout your pregnancy.

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.

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**. 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

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

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>**