



HealthTalk

Your journey to better health



What's inside

When you are sick or hurt, do you know where to seek treatment? See page 2 to learn the best place to get the care you need.

Covered care

Healthy start

Schedule a wellness visit for your child

Start the year off right by scheduling an annual wellness visit with your child's primary care provider.

These visits are a covered benefit under your health plan. They make sure your child is growing strong and healthy. During each visit, your child's provider will:

- Check your child's height, weight and body mass index (BMI)
- Give your child any vaccines and screenings they may need
- Talk about important health and safety topics for your child's age



United
Healthcare®
Community Plan

CoverKids

Covered care

Know where to go

When you need care, going to the right place can save you valuable time. Here are some things to keep in mind when deciding where to seek treatment.

1. Primary care provider

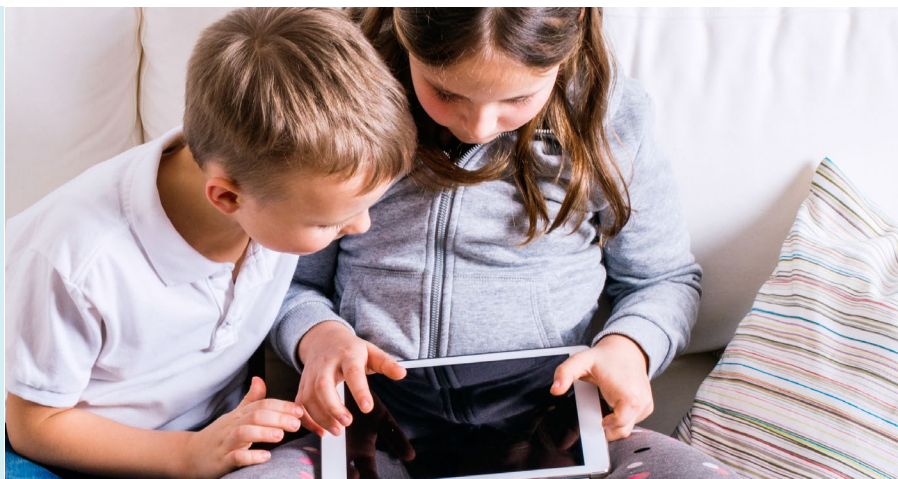
For most illnesses and injuries, your primary care provider's office should be the first place you call. They may be able to give you advice for at-home care. They may also be able to call in a prescription to your pharmacy, if needed.

2. Urgent Care

If you cannot get in to see your provider, you could go to an urgent care center. Urgent care centers take walk-in patients for minor illnesses and injuries.

3. Emergency room (ER)

Go to the emergency room or call 911 for life-threatening issues like head injuries, severe allergic reactions, difficulty breathing, major burns or uncontrollable bleeding.



Everyday life

Screen time and kids

How much is too much?

Kids are spending more time with screens than ever before. Screens include smartphones, computers, tablets and TVs. Screen time limits depend on your child's age and how the technology is being used. There are four main categories of screen time:

- **Passive:** mindlessly watching videos or scrolling
- **Interactive:** playing games, problem-solving
- **Communication:** video-chatting, using social media
- **Content creation:** making digital art, music or coding

The American Academy of Pediatrics makes the following recommendations:

- **Under 18 months:** Avoid screen time other than video-chatting
- **Age 18-24 months:** Find high-quality programs to watch or play together
- **Age 2-5:** Limit screen use to one hour per day of high-quality programs

Here are some ideas that can help you limit screen time:

- Establish device-free times or rooms
- Charge devices outside of the bedroom
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects

Vaccines

It's your best shot

Staying on schedule with vaccinations protects your child as well as others from getting sick. From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza
- COVID-19
- RSV

Mental health

Signs your child might need support

Kids can face a lot of stress. Their stress may come from everyday challenges like trying to make friends, dealing with bullies or getting good grades. It can also come from family changes like the birth of a sibling, a move or a divorce.

Just like adults, kids can also experience depression and anxiety. But when kids don't feel well emotionally, they may not know how to express it.

Here's how you can help support them.

- **Talk with them** — Ask your child how they're feeling and be there to listen.
- **Rethink the pressure** — Living up to a parent's expectations can be tough at any age. Ask yourself if you're putting a lot of pressure on your child to perform in school or activities. If so, relax a bit.
- **Get professional help** — If you think your child may be dealing with a mental health condition, or you need parenting support, reach out for support.



There for what matters

We're here to help connect you with care and resources. Chat with an advocate through myuhc.com/communityplan or the UHC mobile app.

Remember: If you need crisis support, call or text 988.

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: 1-866-600-4985, TTY 711
Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

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
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 at no cost.

Community Connector:
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.

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، بهخواری، بۆ تو بهردهسته. په‌یوهندی به 1-866-600-4985 (TTY:711)..بکه

Arabic: ربيّةلعا

وظةملح: اذا متتكل ةللغا ربيّةلعا اتمدخدةعالمسا ويةللغا رةفومتكلا انجام. اتصل مقبر: 1-866-600-4985 مقرر فتاه صملا و مليكا (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 ሊያገዝዎት 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, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. 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>**