



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

See your provider for an annual wellness visit

Start the year off right by scheduling an annual wellness appointment with your primary care provider. You should see your PCP once a year, where you will get any screenings or vaccines you may need. Be sure to ask about getting the COVID-19 vaccine and flu shot. This visit is a covered benefit under your health plan.



Need a new provider?

We can help you find one.
Chat with an advocate through
myuhc.com/communityplan
or the UHC mobile app.



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.

Listen to your heart

Some heart attack symptoms are different for men and women

The leading cause of death for both men and women in the U.S. is heart disease. A heart attack is often the reason. It's important to know the signs and symptoms of a heart attack.

Symptoms for both men and women can include:

- Pain that spreads to neck
- Chest pain
- Shortness of breath
- Sweating a lot
- Pain that spreads to shoulder
- Pain that spreads to arms

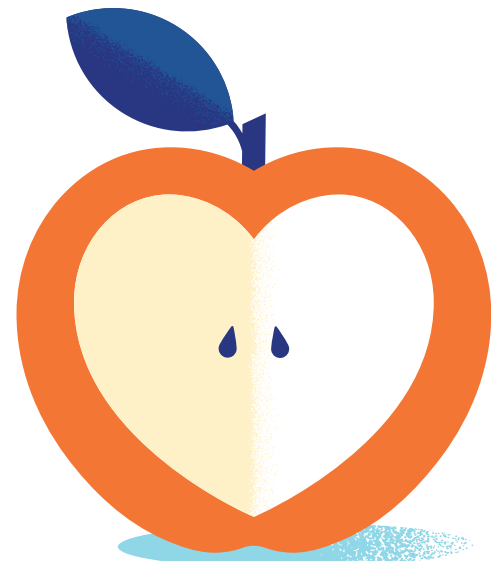
Women can also experience:

- Unexplained anxiety, weakness
- Dizziness, nausea
- Pain in jaw or teeth
- Pain in stomach
- Pain in back

A heart attack can occur at any age. But women usually have their first heart attack at a later age than men. The average age of a heart attack for women is 72. For men, it is age 65.6.*



Heart smart. A healthy lifestyle can help manage heart disease. Talk to your health care provider about changes you can make to reduce your risk of having a heart attack.



Crush cancer

Screenings to find cancer early

Getting screened for cancer is very important if you are at risk. Finding cancer early makes it easier to treat. Ask your provider about these screenings during your next visit.

1. Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 45 to 75. Talk to your provider about the best screening option for you.

2. Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then get Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

3. Prostate cancer screening

Men who are between the ages of 55 and 69 should make an individual decision about being screened. If you are in this age group, talk to your provider about screening.

4. Lung cancer screening

Adults who are between the ages of 50 and 80 should ask their provider about a lung cancer screening if they have a history of heavy smoking and currently smoke (or quit within the last 15 years).

Everyday life

Are you SAD?

Tips for beating seasonal depression

Seasonal affective disorder (SAD) is a form of depression. It occurs during the cold, dark months of winter. Symptoms include sadness, being in a bad mood, oversleeping and weight gain. If you think you have SAD, try these self-care tips:

Exercise. Physical activity has been known to help people feel better and relieve stress. Taking a walk, doing yoga or swimming in an indoor pool can all get your body moving.

Spend time outdoors. Even though the sky may be cloudy during winter, outdoor light can help you feel better. Bundle up and take a walk during your lunch break. If you are stuck indoors, sit close to windows.

Take vitamins. SAD has been linked to not having enough vitamin D. Talk to your provider about taking vitamin D or other supplements.

Empowering Lives

How technology increases independence

Technology is really helpful for people. It gives us tools that help us do activities on our own and makes lives better. Let's look at some examples:

Voice-Activated Assistants

What if you could control things in your home with just your voice. Devices like Amazon Alexa and Google Assistant can make that happen. You can turn lights on and off, change the thermostat, or even make phone calls—all hands-free. This could be helpful for people that can't walk or move around well.

Smart Medication Dispensers

Keeping track of when to take medicine can be hard. Smart medicine dispensers can help. These devices can remind people when it is time to take their medicine. This helps people stay healthy and feel more independent.

Smart Home

Smart home technologies like automated door locks and video doorbells help people feel safe. These devices let people watch and control who comes in their home when they cannot get to the door. Stove sensors can alert you or someone else when the stove is left on. Things like this can help people stay safe and independent.

Hearing/Visually Impaired

Flashing lights or vibration can be used to alert people about different things, such as when someone is at the door or when the fire alarm is going off.

Enabling Technology helps people do everyday tasks safely. This makes their loved ones feel better. By using these tools, people can overcome challenges and make their lives better. CHOICES and ECF CHOICES members should talk to their coordinator about how technology can help them.

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.



Know what to do after a hospital visit

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not understand. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your mental health provider or your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.

Take charge

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:

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 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 medical and behavioral health providers.
4. Develop a plan with your provider to avoid unneeded hospital and ER visits.

Member resources

We're here to help

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**.

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

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.

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**.

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

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 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 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: ТТТ: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>**