



HealthTALK

SUMMER 2019



Did you know?

According to the Centers for Disease Control and Prevention, only about half of U.S. adults meet the physical activity guidelines for aerobic exercise. A variety of fun activities like walking, dancing, swimming and more can help you get moving this summer.



Sunny days.

Stay safe this summer.

Summer is a great time for kids to be active and play outside. But it's important to remember that the sun's rays can be harmful. Here are a few tips to help protect you and your kids this summer:



- **Apply sunscreen.** Use sunscreen with an SPF of 15 or greater. Apply it generously 30 minutes before going outside. Also make sure the sunscreen is broad spectrum. This means it protects from both UVA and UVB rays.
- **Use sunglasses.** Sunglasses protect the eyes from UV rays. Not using proper eye protection can lead to eye problems later in life.
- **Wear a hat.** Make sure the hat covers your child's face, ears, scalp and neck.
- **Mind the time.** Try to go outside in the early morning or late afternoon. The sun's rays are less strong at these times.

Sickle cell disease.

Tips on how to care for your child.

Sickle cell disease is present at birth. Symptoms usually don't show up until a baby is 4 months old. It's very important to catch sickle cell disease as early as possible. Doctors use a simple blood test to detect it. The blood test is given to newborns in all 50 states.

If your child has sickle cell disease, here are some tips to keep them — and you — healthy:

- **Build healthy habits.** Eating healthy foods, drinking lots of water, getting plenty of sleep and exercising are ways to build healthy habits for your child.
- **Prevent infections.** Wash hands frequently and make sure your child is spending enough time washing. Cook your child's food thoroughly. Prevent your child from getting too hot or too cold. Make sure your child is up-to-date on immunizations and any medications prescribed by your doctor.
- **Get support.** Caring for a child with sickle cell disease can be hard and stressful. It's not unusual for parents to feel overwhelmed, sad or anxious. Talk to your doctor if you feel depressed. There are medicines that can help. Some people also find it helpful to join support groups.
- **Stay informed.** Doctors learn about new ways to treat sickle cell disease all the time. That's why it's so important for you to take your child to a sickle cell specialist who can help you decide if the latest treatments are right for your child.



Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need.

See your PCP whenever possible. Your PCP has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs. You may want to see your PCP for needs or symptoms such as:

- Skin rash.
- Minor injuries.
- Flu shot.
- Earache.

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. You may want to go to urgent care for:

- Cough or cold.
- Fever or sore throat.
- Stomach pain.
- Minor cuts or burns.

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away.

For general health questions, call our toll-free NurseLineSM at **1-800-690-1606, TTY 711**, 24 hours a day, 7 days a week. Experienced registered nurses can give you information and answer questions about:

- Choosing where to get medical care.
- Finding a doctor or hospital.
- Health and wellness help.
- Medicine questions.



We're here for you. From scheduling a checkup to finding a doctor, you can count on us to help you get care as quickly as possible. If you have questions, please call Member Services toll-free at **1-800-690-1606, TTY 711**.

Know your numbers.

It's important to control blood pressure.

About 1 in 3 adults in the U.S. has high blood pressure. But only about half of these people have their high blood pressure under control. High blood pressure is also called hypertension. New guidelines say stage 1 hypertension starts at a blood pressure reading of 130/80 or higher.

High blood pressure usually has no symptoms. Because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can do to control your blood pressure.

- Limit salt to less than 1,500 mg per day.
- Eat a healthy diet that is high in fruits and vegetables.
- Limit alcohol to 1 drink a day for women or 2 (or fewer) for men.
- Maintain a healthy weight.
- Stay active. Take a brisk 10-minute walk 3 times a day, 5 days a week. Check with your primary care provider (PCP) before beginning an exercise program.
- Do not smoke.
- Manage stress.



See your doctor. If lifestyle changes are not enough to keep your blood pressure down, your doctor may suggest medication. There are many different kinds of medicines that lower blood pressure. Be sure to keep all follow-up appointments with your doctor. Check your blood pressure often.



Charting health.

Well-child visits keep track of growth and development.

It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Children need regular well-child visits as they age.

At well-child visits, your child's PCP will do an exam. The PCP will check your child's height, weight and other health measures. Your child will get any tests and vaccines they are due for.

Your PCP will also help you track your child's health. They may give you information on important topics, including:

- Sleep.
- Safety.
- Childhood diseases.
- What to expect as your child grows.



Time for a checkup? We're here to help you get care and treatment as quickly as possible. If you have questions, call Member Services toll-free at **1-800-690-1606, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app.

Sticky situation.

Soft drinks can hurt your teeth.

The American Dental Association says drinking soft drinks can increase your risk for cavities. What is a soft drink? It is a beverage that contains sugar, carbonation or acid. These could include soda/pop, juice drinks, sports drinks and other beverages with added sugar.

The sugar and acid in these drinks create a perfect home for the bacteria that cause cavities and gum disease — especially if you tend to sip on these drinks all day.

What can you do to protect your teeth?

- Say “no” to sticky, sugary drinks.
- Drink water. It hydrates your body and is good for you. Drink 8 to 12 cups of water each day.
- Chew a stick of gum sweetened with Xylitol. The Xylitol curbs cavity causers and increases healthy saliva.

Dentists have known for a long time that having a healthy mouth helps you have a healthy body. To stay healthy, children should see a dentist every 6 months and brush and floss their teeth daily.



Most 12- to 19-year-old boys drink 868 cans of soda per year. Each can of regular soda contains 10 teaspoons of sugar.



Need help finding a dentist or making an appointment? Call us at **1-855-418-1622** or **TTY/TDD 1-800-466-7566**. Or visit our website at **DentaQuest.com**.



Medication safety.

Taking prescribed medicine helps you stay healthy. Keeping your medicine safe is also important. The summer sun can mean hot weather. Medicine left in the heat or sun can become damaged. Damaged medicine may not work like it should and may even make you sick.

Here's how to keep your medicine safe this summer:

- Do not leave medicine inside of a hot car or outside in the sun.
- Keep medicine in the original container.
- Keep medicine out of reach and out of sight of children.
- Check the expiration date and throw away expired medicine.
- Always ask your pharmacist how to safely store your medicine.

Employment and Community First CHOICES.

TennCare's program for people with intellectual and other developmental disabilities is called Employment and Community First CHOICES (ECF CHOICES). This program provides support in your home or in the community. It also provides services to help you plan for and get a job to live as independently as possible.

Do you have questions about ECF CHOICES and:

- You already have an ECF CHOICES support coordinator? Call your support coordinator or call UnitedHealthcare Member Services toll-free at **1-800-690-1606, TTY 711.**
- You are a UnitedHealthcare member, but you do not know if you are part of ECF CHOICES? Call Member Services toll-free at **1-800-690-1606, TTY 711,** and ask about ECF CHOICES.
- You have an intellectual or developmental disability and do not have TennCare and are interested in ECF CHOICES? You can call the Department of Intellectual and Developmental Disabilities (DIDD) for free:
 - ▶ West Tennessee Regional Office: **1-866-372-5709, TTY 711.**
 - ▶ Middle Tennessee Regional Office: **1-800-654-4839, TTY 711.**
 - ▶ East Tennessee Regional Office: **1-888-531-9876, TTY 711.**



Newborn PKU.

Has your baby been tested?

Newborn phenylketonuria (PKU) is a rare inherited illness. Babies born with this illness are missing an enzyme. Without this enzyme, they have trouble breaking down phenylalanine, which is found in foods. Phenylalanine can build up in the baby's system and cause brain damage.

PKU can be detected easily with a simple blood test. All states in the U.S. require a PKU screening test for all newborns as part of the newborn screening panel. The test is generally done by taking a few drops of blood from the baby before the baby leaves the hospital.

PKU is a treatable disease. Call your primary care provider (PCP) if your infant has not been tested for PKU. This is particularly important if anyone in your family has the disorder.



We've got you covered. UnitedHealthcare Community Plan provides coverage for the treatment of PKU. This includes licensed professional medical services and special dietary formulas. Call Member Services toll-free at **1-800-690-1606, TTY 711,** to learn more.





Long-term care CHOICES.

Extra help when you need it.

TennCare's program for long-term care is called TennCare CHOICES. CHOICES helps with everyday things you might not be able to do anymore. Maybe you need help because you have grown older or you have a disability. CHOICES can help you with things like preparing meals, bathing or dressing.

For long-term care services, you might live in a nursing home. Or you might live in your home or in the community and receive home and community based services (HCBS).

Do you have questions about CHOICES and:

- You already have a CHOICES care coordinator? Call your care coordinator or call UnitedHealthcare Member Services toll-free at **1-800-690-1606, TTY 711**.
- You are a UnitedHealthcare member, but you do not know if you are part of CHOICES? Call Member Services toll-free at **1-800-690-1606, TTY 711**, and ask about CHOICES.
- You do not have TennCare yet? Call or visit the local Area Agency on Aging. The local Area Agency on Aging can start the paperwork. Call the area agencies toll-free at **1-866-836-6678, TTY 711**. Visit their website for more information at tn.gov/aging.



Get in touch. It's easy to contact your CHOICES member advocate. Call Member Services toll-free at **1-800-690-1606, TTY 711**.

Dangers of e-cigarettes.

The number of middle and high school kids who use electronic cigarettes, or e-cigarettes, has gone up between 2011 and 2018. And the Centers for Disease Control and Prevention says that number keeps going up.

E-cigarettes are devices that heat a liquid into an aerosol or gas that is inhaled. The gas can contain nicotine, other cancer-causing chemicals, metals such as nickel and lead, and flavoring. The fruity flavors and fun names make e-cigarettes seem fun and not risky.

The nicotine in e-cigarettes can be bad for kids and teens. It can:

- **Affect how the brain grows.** The brain grows until you are at least 25 years old. Nicotine can put young people's brain growth at risk. These risks include addiction, mood disorders and not being able to control actions. It can also harm the parts of the brain that control attention and learning.
- **Be addictive.** Because kids' and teens' brains are still growing, they can get addicted easier than adults can. The nicotine in e-cigarettes and other tobacco products can make it more likely that a young person can become addicted to other drugs.
- **Result in bad health choices.** Kids and teens who use e-cigarettes are more likely to use other tobacco products, such as regular cigarettes, cigars, hookah and smokeless tobacco.

Talking with your child about e-cigarettes can be hard. But it is important to talk to them about all of the risks. If you don't want to do the talking, ask a trusted relative, teacher, faith leader, coach or counselor to help talk about the risks with your kids.

Another thing parents can do is never smoke or vape near your kids. Secondhand smoke is harmful to children's growing lungs. E-cigarette liquid can poison children if they swallow it or if it gets on their skin.



A group effort.

Everyone can help to solve the opioid crisis.

Seven out of 10 people who abuse or misuse opioids get at least some of these drugs from a friend or family's medicine supply. You can help prevent the misuse of opioids by following these simple steps.

1. Always keep your medicines in a safe place.
2. If you take opioids for your medical needs, do not let anyone else take your prescribed pills.
3. Do not keep unused medications. Instead, fill a sealable bag with used coffee grounds or kitty litter. Put your pills in this bag and throw it in your trash. You can also take your unused medicines to any safe disposal locations on National Prescription Drug Take-Back Day. Visit [getsmartaboutdrugs.gov/content/national-take-back-day](https://www.getsmartaboutdrugs.gov/content/national-take-back-day) to learn more.



Need help? If someone in your family is addicted to opioids, help is available. Treatment for substance use disorders is a covered benefit. Call the Substance Abuse and Mental Health Services Administration's Treatment Referral Routing Service at **1-800-662-HELP (4357)** to begin recovery.



An ounce of prevention.

Preventive care includes health services like screenings and checkups. 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.



Need a new doctor? We can help. Call Member Services toll-free at **1-800-690-1606**, TTY 711.

Who to call.



Numbers to know.

UnitedHealthcare wants to hear from you. We are available to help you better understand your health plan. You can ask for help or voice an opinion. You will reach the right person to help you with questions and concerns. Answering your questions and hearing your input is important to us.

UnitedHealthcare Resources

Member Services

1-800-690-1606

If you have a hearing or speech problem, you can call us on a TTY/TDD machine.

Our TTY/TDD number is **711**. Hay una línea telefónica en español para los consumidores hispanos de TennCare.

Llame a los Servicios al Miembro al **1-800-690-1606** para más información.

Our Websites

myuhc.com/CommunityPlan
UHCommunityPlan.com

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Find out about Healthy First Steps® and other programs. Get a discrimination complaint form.

Our Member App

Health4Me®

Find providers, call NurseLineSM, see your ID card, get benefit information and more from your smartphone or tablet.

NurseLineSM

1-800-690-1606, TTY 711

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

Transportation

1-866-405-0238

Get non-emergency transportation to your health care visits.

Baby Blocks™

UHCBabyBlocks.com

Join a rewards program for pregnant women and new moms.

Healthy First Steps®

1-800-599-5985, TTY 711

Get support throughout your pregnancy.

MyHealthLine™

Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

TennCare Resources

DentaQuest

1-855-418-1622

DentaQuest.com

DentaQuest provides dental care for members under age 21.

Health Insurance Exchange

1-800-318-2596

Healthcare.gov

Apply for TennCare.

TennCare

1-615-743-2000

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. They can help you understand your plan and get treatment.

TennCare Connect

1-855-259-0701

Get help with TennCare or report changes.

Community Resources

Care4Life

Care4Life.com

Get free text messages to help manage diabetes.

KidsHealth®

KidsHealth.org

Get trusted kids' health information, written for parents, children or teens.

Text4Baby

Get free text messages to help you through pregnancy and your baby's first year. Text **BABY** to **511411** or register at **Text4baby.org**.

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.

Tennessee Tobacco Quitline

1-800-QUITNOW

(1-800-784-8669)

TNQuitline.org

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 Department of Human Services

1-615-743-2000

Family Assistance Service
Center Help Desk

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: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆزایی، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-690-1606 (TTY 711) بکە.

Arabic: العربية

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-690-1606 رقم هاتف الصم والبكم (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 1-800-690-1606 (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 ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ደደውሉ 800-690-1606 (TTY 711).

Gujarati: ગુજરાતી

સૂચના: 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

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. 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 काल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (TTY 711).

Russian: Русский

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

<p>Nepali:</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>	<p>नेपाली</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>
<p>Persian:</p>	<p>توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 (TTY 711) تماس بگیرید.</p>

- 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, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, 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:

<p>TennCare Office of Civil Rights Compliance</p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov</p> <p>Phone: 855-857-1673 TRS: 711</p> <p>You can get a complaint form online at: https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 800-690-1606 TTY: 711</p> <p>You can get a complaint form online at: http://www.tn.gov/hcfa/article/civil-rights-compliance</p>	<p>U.S. Department of Health & Human Services</p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 TDD: 800-537-7697</p> <p>You can get a complaint form online at: http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>
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Reporting Fraud and Abuse:

English:

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 1-800-433-3982 or go online to <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

Spanish:

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al 1-800-433-3982. O visítenos en línea en <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. Para reportar fraude o maltrato de un paciente por parte de un proveedor a la Unidad de Control de Fraude Médico de la Oficina de Investigación de Tennessee (Tennessee Bureau of Investigation's Medicaid Fraud Control Unit, TBI MFCU), llame gratis al 1-800-433-5454.