



Health Talk



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Spring 2022

**United
Healthcare®**
Community Plan



Protect your health

For the latest information on the COVID-19 vaccine, visit uhccommunityplan.com/covid-19/vaccine.

We care

We give our providers tools, so they can best care for our members.

These tools are called clinical practice guidelines. They inform providers about best practices to manage illnesses and promote wellness.

The guidelines cover care for a variety of illnesses and conditions like diabetes, high blood pressure and depression. They also give information on how to stay well with proper diet, exercise and recommended vaccines. To see the guidelines, visit uhcprovider.com/cpg.



istock.com/Antonio_Diaz

UnitedHealthcare Community Plan
P.O. Box 219359
Kansas City, MO 64121-9359

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Benefits of ECF CHOICES

People enrolled in Employment and Community First (ECF) CHOICES work with a support coordinator who helps them plan for and get health care and community services and supports. This means better health and a better quality of life. People enrolled in ECF CHOICES also can get help with doing things in the community, building relationships and reaching their goals.

ECF CHOICES offers many different services. Some services include:

- Job finding and job coaching services
- Community integration support services
- Independent living skills training
- Community transportation
- Minor home modifications
- Supportive home care
- Personal assistance

Families of people in ECF CHOICES can get support created by families for families.



Get support.

To discuss ECF CHOICES benefits, please reach out to your support coordinator. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Safe and secure

How we use and protect language and cultural data

We receive information about you. This may include your race, ethnicity, language you speak, gender identity and sexual orientation. This data and other personal information about you is protected health information (PHI). We may share this information with your health care providers as part of treatment, payment and operations in meeting your health care needs.

Examples of how we may use PHI to improve the services we provide include:

- Finding gaps in care
- Helping you in languages other than English
- Creating programs that meet your needs
- Telling your health care providers which language(s) you speak

We do not use this data to deny coverage or limit benefits. We protect this information in the same way we protect all other PHI. Access is restricted to the employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe.

To find out more about how we protect your cultural data, visit uhc.com/about-us/rel-collection-and-use. To get more information on our health equity program, visit unitedhealthgroup.com/what-we-do/health-equity.html.



Know your drug benefits

Visit myuhc.com/communityplan/pharmaciesandrx to learn about your prescription drug benefits. It includes information on:

- 1. Which drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- 2. Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- 3. Rules that may apply.** Some drugs may only be covered in certain cases. For example, you may need to try a different drug first. (This is called step therapy.) Or you may need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You may have copayments for prescriptions.



Look it up. Find information about your drug benefits at myuhc.com/communityplan/pharmaciesandrx. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



Stay well

Programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our population health programs. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time. You can find more information about our programs and services at myuhc.com/communityplan/healthwellness.

If you want to make a referral to our case management program, call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.

Getting care

Know who to see and where to go

Your primary care provider coordinates your health care. They should see you for all of your preventive care needs, such as well visits, immunizations and screenings. They should also care for you when you are sick. Your primary care provider can provide tools to help you lose weight, quit smoking or lead a healthier lifestyle.

You want to feel comfortable talking with your provider. You may want a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You may prefer a male or female provider.

If your provider isn't right for you, you may switch at any time. You can learn about plan providers. Information available includes:

- Address and phone number
- Languages they speak
- Qualifications
- Medical school or residency (available by phone only)
- Specialty
- Board certification

If you need to see a provider right away, after-hours care is available at urgent care centers. Or ask your provider if they offer virtual visits.



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To find a new provider or look for urgent care center locations near you, visit connect.werally.com/state-plan-selection/uhc.medicaid/state. Or call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter. TennCare Kids provides free well-child checkups, dental checkups and more with your child's PCP.

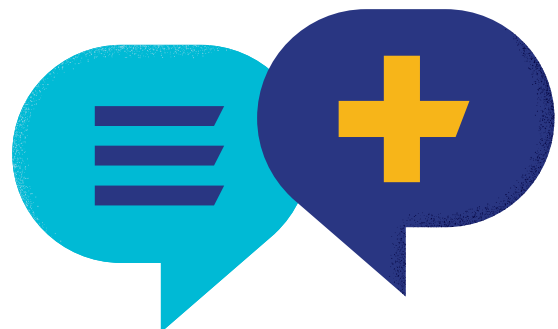
Did you know?

You can call NurseLine to get health advice from a nurse 24 hours a day, 7 days a week. The phone number is listed in the resource corner on page 8 of this newsletter.

The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them. Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical practice guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying services or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter. TDD/TTY services and language assistance are available if you need them.



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Take charge

Prepare to see your provider

Preparing for your provider’s visit can help you get the most out of it. So can making sure your provider knows about all the care you get. 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 or vitamins you take on a regular basis.** 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 behavioral health providers. Bring copies of any test results or treatment plans from other providers.
- 4. If you were in the hospital or emergency room (ER), see your provider as soon as possible after discharge.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your health plan. It explains:

- Your member rights and responsibilities
- The benefits and services you have
- The benefits and services you don’t have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to ask for an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse



Get it all. You can read the Member Handbook online at myuhc.com/communityplan/benefitsandcvg.

To request a copy of the handbook, call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter.



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Our Quality Management program

UnitedHealthcare Community Plan wants you to get the best care and service. That's why we have a Quality Management (QM) program. It helps us learn what we can do better. Then we use it to improve.

Below are our 2021 TennCare highlights compared to national averages.

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS® 2021 National 50th Percentile**
2021 Adult CAHPS® Highlights				
Rating of health plan*	70.41%	65.92%	63.64%	62.33%
Rating of personal doctor*	75.00%	69.66%	67.53%	69.15%
Rating of all health care*	63.56%	61.94%	57.81%	58.26%
Rating of specialist*	N/A	N/A	N/A	69.34%
How well doctors# communicate	95.31%	90.51%	92.47%	92.44%
2021 Child+ CAHPS® Highlights – General Population				
Rating of health plan*	83.33%	79.94%	80.10%	72.51%
Rating of personal doctor*	83.74%	79.70%	74.00%	78.18%
Rating of all health care*	75.94%	79.70%	71.30%	74.44%
Rating of specialist*	N/A	N/A	N/A	74.07%
How well doctors# communicate	91.92%	95.09%	93.86%	94.33%
2021 HEDIS® Measures				
Women's Health				
Breast cancer screening	52.36%	53.59%	52.13%	53.93%
Timeliness of prenatal care	74.94%	82.73%	69.34%	85.89%
Postpartum care	67.40%	76.16%	66.67%	76.40%
Diabetes Care				
A1C level testing	90.51%	89.05%	87.59%	82.97%
Retinal eye exam performed	55.72%	56.20%	56.20%	51.32%
Diabetic blood pressure control <140/90	70.32%	67.64%	61.07%	58.64%
EPSDT Well Care				
6 or more well care visits in first 15 months of life	42.46%	46.40%	26.12%	54.96%
2 or more well care visits between 15 months and 30 months of life	74.21%	71.08%	53.96%	70.72%
Child and adolescent well care visits ages 3 to 21	55.15%	50.92%	44.65%	45.56%
Completed childhood immunizations recommended by 2 years of age	44.28%	37.96%	22.14%	38.20%
Completed adolescent immunizations recommended by 13 years of age	39.66%	30.17%	24.09%	36.50%
Behavioral Health				
Antidepressant medication management – effective continuation phase treatment	41.42%	44.99%	35.57%	40.27%

*Population-eligible members were 17 years of age and younger as of Dec. 31, 2020.

*Percentage reflects members who rated their plan/provider 9 or 10 on a scale of 0–10, 10 being best.

N/A assigned when number of respondents was less than 100.

#Percentage reflects respondents indicating "always" or "usually."

**National average is based on the HEDIS® Measurement Year 2021 NCQA 50th percentile. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



Learn more. If you would like to know more about our Quality Management program, visit uhccommunityplan.com. A paper copy of our QM program description is available upon request. Please call Member Services toll-free at the phone number listed in the resource corner on page 8 of this newsletter to request a copy.



Oral health for kids

Teach by example

Helping your child focus on their oral health doesn't take long. Here are a few tips for positive learning experiences.

- **Brush together.** Brushing and flossing at the same time as your child can help start a healthy habit. Brushing and flossing with your child allows you to help them. Make sure they are brushing and flossing the right way. Children who are younger than 8 may need help brushing and flossing.
- **Eat healthy snacks.** Snack time is a great time to talk about oral health. When making healthy snacks, talk about foods that are good for teeth — like apples, nuts, celery and carrots. You can also talk about what is not a healthy snack for teeth — like chips, candy, soda, cookies and sticky foods.
- **First dental visit.** Your child's first dental visit can be a little scary. Talking about the visit ahead of time will help keep your child calm. Stay positive and let them know that their first visit will be great.



Smile. Need help finding a dentist or making an appointment? Call **1-855-418-1622** or TTY/TDD **1-800-466-7566**. Or visit **dentaquest.com**.

Heroes of care

Support for CHOICES caregivers

Are you a caregiver who cares for a loved one who receives CHOICES services in their home? Do you know what resources you could have to help you provide care for your loved one? The CHOICES program has support for you through a caregiver assessment.

For people enrolled in the CHOICES program, a caregiver assessment is completed once a year. There are 6 areas that are looked at to see if the caregiver needs support.

1. Depression
2. Desire to place in institutional care
3. Family roles
4. Personal health and well-being
5. Relationship changes
6. Stress

A specialist will call the caregiver for more information and create a plan to support them. The specialist provides resources to meet goals created for the caregiver. The specialist calls every 90 days to support the caregiver. For more information, reach out to your CHOICES care coordinator.



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Who to call

Numbers to know

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

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Get a discrimination complaint form.

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.

Transportation

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. To schedule your next ride, call **1-866-405-0238**.

Healthy First Steps®

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy.

TennCare Resources

DentaQuest

1-855-418-1622

dentaquest.com

DentaQuest provides dental care for members under age 21.

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.

Community Resources

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-QUIT-NOW

(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.



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: كوردی

ئاگاداری: ئهگهر به زمانی کوردی قسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڕایی، بۆ تو بهردهسته. پهیهوهندی بکه به 1-800-690-1606 (TTY 711).

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

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 sont proposés gratuitement. Appelez le 1-800-690-1606 (TTY 711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዙዎት ተዘጋጅተዋል፣ ወደ ሚከተለው ቁጥር ይደውሉ 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

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ກໍ່ມີ 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 दे: 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 711).

Russian: Русский

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

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 771) मा फोन गर्नुहोस्।

Persian:

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.



- **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:</p> <p>https://www.tn.gov/ content/dam/tn/tenncare/ documents/complaint form.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:</p> <p>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:</p> <p>http://www.hhs.gov/ocr/ office/file/index.html</p> <p>Or you can file a complaint online at:</p> <p>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.