



Health Talk

Your journey to better health

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Fall 2023

United
Healthcare
Community Plan

What's inside

It's time for your annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.



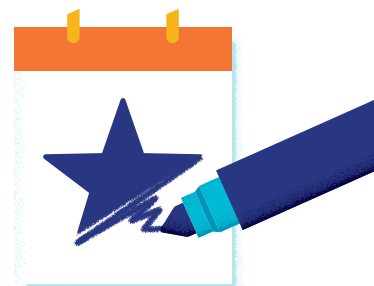
TennCare renewal

Take action

Don't risk a gap in health care coverage

Here are 3 steps you can do to prepare for TennCare renewals:

1. Sign up for TennCare Connect, TennCare's free online portal, at **tenncareconnect.tn.gov**. Then select your communication preferences (text, email, mail, etc.).
2. Verify your contact information with TennCare. You can do this by visiting **tenncareconnect.tn.gov**, calling **1-855-259-0701**, or downloading the app on Apple or Google Play.
3. Open and respond to all mail from TennCare.





Smoking cessation

Ready, set, quit

Help to finally quit smoking for good

It's no secret that quitting smoking is hard. It can feel hopeless or scary. You might not know where to begin. Regardless of what stage of life you are in — a teenager, expectant mom or adult — quitting smoking is one of the most important things you can do to improve your health. This is true no matter how long you have been smoking.

UnitedHealthcare offers help at no cost to members through Quit For Life®. Quit For Life has helped millions of members quit. It may be able to help you, too.

Quit For Life has online tools and support for quitting smoking, nicotine and tobacco. It also helps with e-cigarettes and vaping. You can quit at your own pace. Help includes:

- A personal, 1-on-1 Quit Coach® who will create a plan just for you
- Text2Quit® text messages for daily tips, help and reminders
- Quit smoking medication to help control cravings

Visit quitnow.net to learn more and get started.

Transportation

Need a ride?

We can help

If you need a ride to and from your medical visits, call the Tennessee Carriers, Inc. Call Center. The phone number is **1-866-405-0238**, TTY **711**. They can also help with rides to and from other covered service visits.

To schedule a ride, call at least 3 business days before your appointment. If you have an urgent visit, it may also be covered. But you will need to talk with your provider or case manager to get help to get the ride approved.

Approval and scheduling for eligible services includes:

- Fixed route (public transportation) and other multi-passenger vehicles
- Reservations for recurring appointments (subscription)
- Getting paid back for the number of miles you drove to your visit

All this is available through the Call Center. Members must use transportation appropriately. This means complying with TennCare rules like notifying the Call Center if you are unable to use your ride for your scheduled service according to the no-show policy.



Bullying

Know the signs

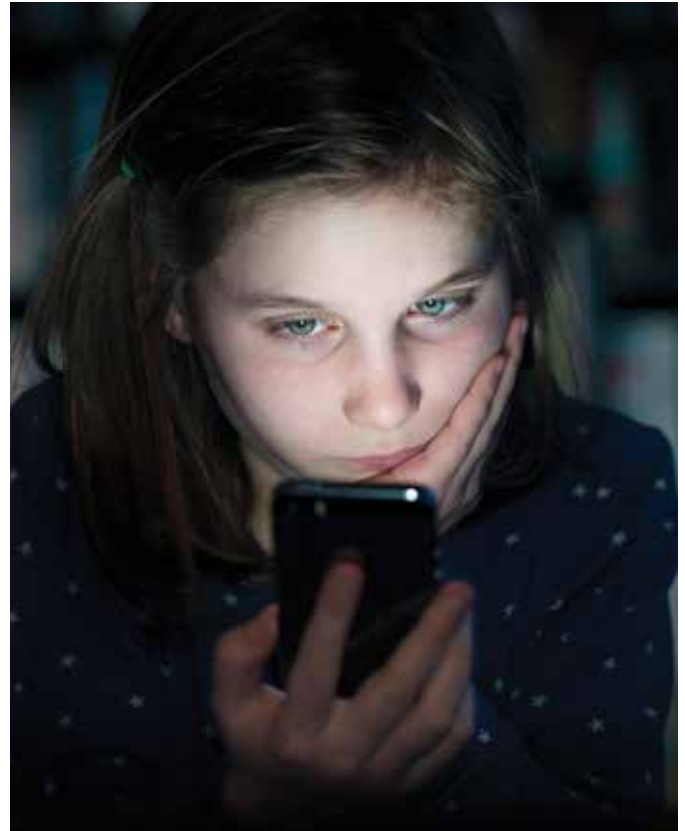
How to spot and stop cyberbullying

Cyberbullying is when someone bullies you over a phone, computer or tablet. It can be through text messages, social media or other online sites. It is just as bad as face-to-face bullying.

Here are some warning signs that your child might be cyberbullied:

- Strong emotional reactions, like anger or laughter, when using a device
- Using a device more or less often
- Hiding a device when a parent is around
- Deleting social media accounts or making new ones
- Not enjoying activities they used to like doing

If you see these signs, talk to your child. Take screenshots of any bad posts, so you have proof of what happened. You can report cyberbullying on most social media platforms. Most importantly, support your child. Peers, mentors or other trusted adults can provide support. Mental health professionals can also help.



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Support when you need it. We can help you find a mental health provider who is a good fit for your child. Visit myuhc.com/communityplan.



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Flu shot

Fight the flu

It's time for your annual shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, it will help make the symptoms less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get your flu shot today. There is no cost to you to get a flu shot. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.

Member website

We need to talk

Let us know your preferences

Relationships are hard. But this one doesn't have to be. Tell us how you want to hear from us. We will text or email you important information, updates and reminders. Go to myuhc.com/communityplan to view your account settings. You can customize your preferences.

Haven't registered yet? Create an online account to view your member ID card, find care or check coverage and benefits at any time.



Register now. Visit myuhc.com/communityplan.



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Dental care

A dental home

What it is and why your child needs one

What is a dental home? A dental home is the place you take your child to see the dentist every 6 months. The dentist will take care of your child's teeth. They will give them the care they need and teach you and your child about good habits for teeth and gums. Having a dental home will help make sure your child stays on track for routine oral care. It also can help prevent cavities.

What if your child has a dental emergency? This may be any time your child has severe pain or damage to their teeth or mouth. Your child has the same benefits for emergency care as they have for routine care. You can call your child's dentist, medical health plan or DentaQuest for help to find care in an emergency. You do not have to contact your child's dentist, medical health plan or DentaQuest for approval.



Smile. To locate a dentist, call DentaQuest at **1-855-418-1622**, TTY **1-800-466-7566**. Or visit dentaquest.com.

Stay healthy

Wellness visits are important for children

Children should have wellness visits throughout childhood and adolescence. It is important for children to get a well-care TennCare Kids checkup every year. Remember, these checkups are free for UnitedHealthcare Community Plan members under age 21.

A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child’s health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child’s provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at [cdc.gov/vaccines](https://www.cdc.gov/vaccines). If your child missed getting any of their vaccines this year, it’s not too late to get them.



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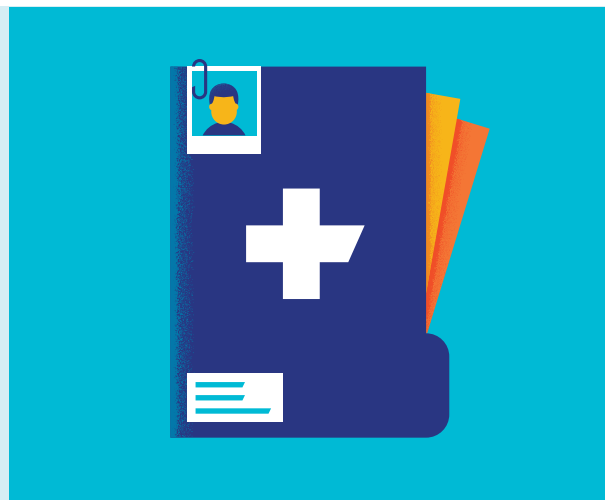


Time for a checkup? Call your child’s provider to make an appointment today. To find a new provider, visit myuhc.com/communityplan. Or call Member Services toll-free at the phone number on Page 6.

Member handbook

Membership, benefit and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting myuhc.com/communityplan. Want a printed copy of the Member Handbook? Call Member Services at **1-800-690-1606**, TTY **711**, to ask for a copy to be mailed to you.



Member Resources

Here for you

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

uhhealthyfirststeps.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.

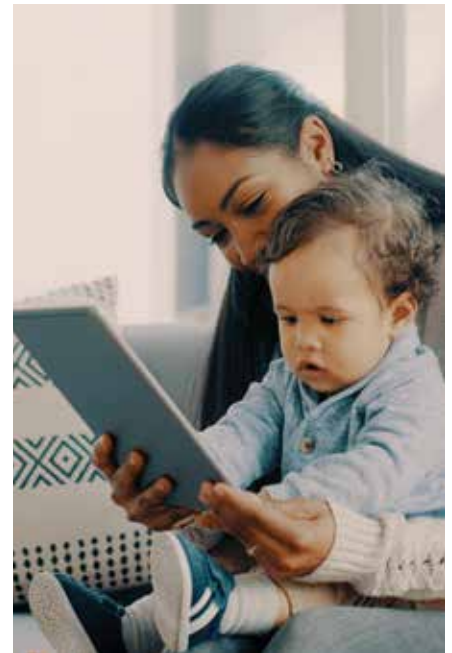
TennCare Connect

1-855-259-0701

Get help with TennCare or report changes.

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 "Report Provider Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCDD), call toll-free **1-800-433-5454**.



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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.



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

خزمهتگوزاری یهکانی یارمهتی زمان، بهخۆرای، بۆ تۆ دهست بههرکراوه. پهیوهندی بکه به ئاگاداری: ئهگهر به زمان ی کوردی قسه دهکهیت، **1-800-690-1606** (TTY 711).

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at **1-800-690-1606**, TTY **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 treated you differently? Then call UnitedHealthcare Community Plan at **1-800-690-1606** or TennCare **1-855-857-1673**, TTY **711** for free.

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/Español:

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.