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Health Talk

Your journey to better health

United Healthcare
Community Plan

Spring 2024

What's inside

Do you know what drugs are covered under your health plan? See Page 4 for details about your prescription drug benefits.
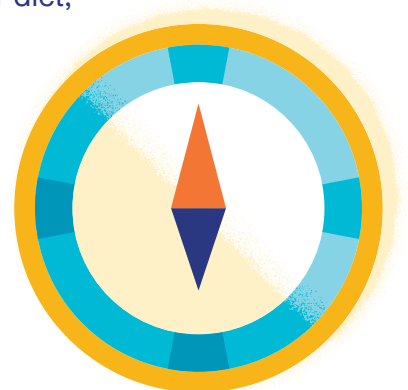
Care guidelines

The best care

Tools for better health

We give our providers tools so they can best care for our members. These tools are called clinical practice guidelines. They share best practices on how to manage illnesses and promote wellness.

The guidelines cover care for many illnesses and conditions like diabetes, high blood pressure and depression. They also give advice on how to stay well with proper diet, exercise and vaccines. For more information, visit **uhcprovider.com/cpg**.

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Health equity

Safe and secure

How we use and protect language, cultural and social needs

At UnitedHealthcare®, we help coordinate your care across all of your health care providers. To do that, we receive and share important information about you. This may include your race, ethnicity, language you speak, gender identity, sexual orientation and social needs. 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. This helps us meet your health care needs.

Examples of how we may use this information to improve our services include:

- To find gaps in care
- To help you in languages other than English
- To create programs that meet your needs
- To tell 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 those 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**. For more information on our health equity program, visit **unitedhealthgroup.com/what-we-do/ health-equity.html**.

Member Handbook

All about your health plan

Have you read your Member Handbook? It is a great source of information. It tells you how to use your 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**. Or call Member Services toll-free at the phone number on Page 10 to request a copy.

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Plan benefits

Caring for you

We want to make sure you get the care you need when you need it. If you need help getting to your provider's office, we can help. Our health plan offers transportation benefits to get you to appointments. Call Member Services at the phone number on Page 10 to learn more.

If you need to see a provider right away, you can get after-hours care at urgent care centers. We also have a NurseLine that you can call anytime — 24 hours a day, 7 days a week. Virtual visits also are available.

To find a provider or look for urgent care center locations near you, visit **connect.werally.com/state-plan-selection/uhc.medicaid/state**. Or use the UnitedHealthcare app.

Your drug benefits

What you need to know

Visit our website to learn about your prescription drug benefits. It includes information on:

1. **What 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 might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There also might be limits to the amount you can get of certain drugs.
4. **Any costs to you.** You may have copayments for prescriptions.

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Look it up. Find information on your drug benefits at **myuhc.com/communityplan/pharmaciesandrx**. Or call Member Services toll-free at the phone number on Page 10.

Utilization management

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 your provider asks for. They compare the care and services your provider asks for against clinical practice guidelines. They also compare what is being asked for against your benefits.

When the care is not covered under your benefits, it may be denied. It may also be denied when it does not meet clinical practice guidelines. 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.

If you have any questions, call Member Services toll-free at the phone number on Page 10. TTY services and language assistance are available if you need them.

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 program. 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.

Learn more. You can find more information about our programs and services at **myuhc.com/ communityplan/healthwellness**. If you want to make a referral to our care management program, call Member Services toll-free at the phone number on Page 10.

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Take charge

Preparing for your provider 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.** 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 you go home.** Share your discharge instructions with them. Proper follow-up may prevent another hospital admission or visit to the ER.

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Get your child's checkup

These visits are free

It is very important for children of all ages to get regular checkups. Getting checkups on time helps find health problems early. When health problems are found early, they are easier to treat. Please take your child for their regular checkup at the recommended time. This will help ensure the health of your child.

Call your child's primary care provider (PCP) today and make an appointment. If you need help making an appointment, please call Member Services toll-free at the phone number on Page 10.

Your child can get a ride to the PCP for TennCare Kids health services. An adult may ride with the child. These rides are free. Call Member Services to ask about rides to and from your child's PCP.

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.

Drink up

It's important to stay hydrated

Can you guess the top reason our LTSS members were admitted to the emergency room or hospital in 2023? It was dehydration and the urinary tract infections (UTIs) that result from it.

Make a goal to drink 8 glasses of water per day. This helps keep you from getting dehydrated. Eating foods that are high in water, like melons, strawberries and cucumbers, also helps.

There are health benefits to drinking enough water. It:

- Supports nerve function
- Helps maintain energy levels
- Promotes healthy fluid balance
- Supports memory and alertness
- Aids in aerobic (oxygen carrying) capacity
- Protects against muscle cramps

If you don't drink enough water, you could become dehydrated and get a UTI. Signs and symptoms of UTIs are:

- A strong, persistent urge to urinate
- A burning sensation when urinating
- Passing frequent, tiny amounts of urine
- Urine that appears cloudy, red, bright pink or cola-colored
- Strong or foul-smelling urine
- Pelvic pain
- Bladder incontinence
- Fever and chills
- Lower back pain
- Decreased appetite
- Nausea and vomiting

In older adults, UTI symptoms also may include:

- Restlessness and agitation
- Confusion, disorientation or hallucinations
- Poor motor skills
- Depression
- Dizziness and decreased balance

LTSS CHOICES and ECF CHOICES benefits include technology you can use to help make sure you stay hydrated. The benefits you may qualify for might include:

- A smart water bottle to help monitor water intake.
- Bathroom sensors can be installed to count how many times you go into the bathroom. The system can ping a caregiver's smartphone if there is a decrease in the use of or no movement in the bathroom for a certain period.
- Installation of bidets on existing toilets for cleanliness after going to the bathroom.

Dangers of vaping

Why you should encourage your child to stop

The use of e-cigarettes is unsafe for kids, teens and young adults. Most e-cigarettes contain nicotine. Nicotine is highly addictive and can harm adolescent brain development. This can continue into early adulthood.

Using an e-cigarette is sometimes called "vaping." This term is very common among kids, teens and young adults. Vaping products can contain substances besides nicotine that can harm the brain, lungs and other organs of the body.

Know the facts. If you need more information about speaking to your child about the dangers of vaping products, please visit **lung.org/quit-smoking/ helping-teens-quit/talk-about-vaping**.

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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.

Communication needs

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at the phone number on Page 10.

Proporcionamos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en idiomas distintos al inglés o en letra grande. Puede solicitar un intérprete. Para solicitar ayuda, llame a la línea gratuita de Servicios para miembros al número que aparece en la Página 10.

نقدم خدمات مجانية لمساعدتك في التواصل معنا. يمكننا إرسال معلومات لك بلغات غير اللغة الإنجليزية أو بخط طباعي كبير. يمكنك طلب مترجم فوري. لطلب المساعدة، يُرجى الاتصال بالرقم المجاني لخدمات الأعضاء على رقم الهاتف الموجود في الصفحة 10.

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Dental health

Soft drinks can cause cavities

The American Dental Association says that soft drinks can raise your risk of getting cavities. Soft drinks are drinks that have sugar, carbonation or acid. These could be soda, juice, or sports and energy drinks. Here are some facts to know:

- Studies say that soda is one of the top causes of cavities and obesity in teens.
- Each can of soda has 10 teaspoons of sugar.
- Kids should drink water to make sure they are hydrated. Try to have them drink 8-12 cups of water a day.
- Eat cheddar cheese after a meal to make saliva. Saliva is helpful for digestion and nutrition.

Dentists say that a healthy mouth helps create a healthy body. Children should see a dentist 2 times a year and brush their teeth 2 times a day for 2 minutes.

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 nonemergency 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.

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 (MFCD), 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

خزمەتگوزارییەکانی یارمەتی زمان، بەخۆڕایی، بۆ تۆ دەستەبەرکراوە. پەیوەندی بکە بە
ئاگاداری: ئەگەر بە زمانی کوردیقسەدەکەیت، **1-800-690-1606** (TTY **711**).

Arabic/العربية:

يُرجى ملاحظة: إذا كنت تتحدث باللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل على الرقم -800-1
1606-690، الهاتف النصي 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.

Arabic/العربية:

للإبلاغ عن احتيال أو إساءة معاملة إلى مكتب المفتش العام (OIG)، يمكنك الاتصال على الرقم المجاني -433-800-1
3982، أو زيارة الموقع الإلكتروني
https://link.edgepilot.com/s/13777535/_TCJxW2vhkuEijgQWfiWaQ?u=https://www.tn.go
v/finance/fa-oig/fa-oig-report-fraud.html. للإبلاغ عن احتيال من جانب مقدم خدمة أو إساءة معاملة للمرضى
إلى وحدة مكافحة الاحتيال في برنامج Medicaid (وحدة MFCU) التابعة لمكتب التحقيقات في ولاية تينيسي، اتصل على
الرقم المجاني 5454-433-800-1.