



HealthTalk

Your journey to better health



What's inside

Turn to page 2 and learn about **3 digits that could save a life.**

Covered care

Save money at the pharmacy

Over-the-counter (OTC) benefits

Do you purchase OTC products? These are items you can buy without a prescription. They include cold and allergy meds, pain relievers, vitamins, first-aid cream, and other products.



Your benefits may lower the cost of OTC items. Call Member Services at the phone number on page 8 to learn more.



United
Healthcare
Community Plan



Division of
TennCare

3 digits could save a life

Remember 988 for the Suicide & Crisis Lifeline

Suicide can affect anyone. It's the second-leading cause of death for people ages 10–14 and 25–34.¹ Rates of suicide are higher among veterans, LGBTQ+ people, those who live in rural areas, and people who work in jobs like mining and construction.

Here are some signs to watch for:

- Talk about wanting to die or being a burden to others
- Substance abuse
- Extreme mood swings
- Episodes of rage or reckless behavior
- Sleeping more or less than usual
- Withdrawal or isolation

The good news is that help is available 24 hours a day. Call or text the 988 Suicide & Crisis Lifeline for support from a trained crisis counselor.

Source: Centers for Disease Control and Prevention (CDC)





Women's Health

Know your risk and take action

The CDC says that breast and cervical cancers are 2 of the most common types of cancer in women. Here are some factors that may increase your risk.

Breast cancer risk factors

- Are age 50 or older
- Have a mother, sister or daughter (first-degree relative) who has had breast cancer
- Have inherited changes to certain genes, such as BRCA1 and BRCA2
- Are not physically active
- Drink alcohol or smoke
- Started your period before age 12 or started menopause after age 55

Cervical cancer risk factors

- Have been infected with human papillomavirus (HPV)
- Smoke
- Have HIV (the virus that causes AIDS)
- Have had many sexual partners

Help prevent cervical cancer by getting vaccinated against HPV



Talk to your provider about screening for breast cancer and cervical cancer. If you need to find a provider, we can help. Call Member Services at the phone number on page 8 to learn more. Or visit myuhc.com/communityplan.



Disease Management

Understand your health conditions

If you have a health challenge, you may have questions like:

- What is this disease?
- What are the treatments?
- How does this condition affect my overall health?
- What might happen if I don't make lifestyle changes?

Our disease management program can help you take charge of your health.

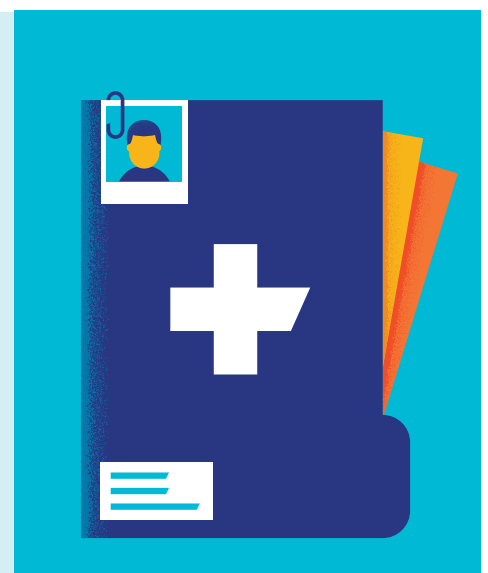
Visit myuhc.com/communityplan/healthwellness to learn about:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Coronary artery disease (CAD)
- Chronic obstructive pulmonary disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- Hypertension
- Obesity
- Sickle cell

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.



Postpartum care

Self-care after giving birth

Your body needs to recover after giving birth. It's ok to take it slow. Here are 4 ways to take care of yourself.

- **Get as much rest as possible.** Sleep when your baby sleeps.
- **Try to eat right.** A healthy, balanced diet can help your body recover.
- **Move a bit.** Check with your health care provider first. If they say it's okay, try to walk and do postpartum exercises for even a few minutes each day.
- **Be honest.** Ask friends, family and your provider for help when you need it.

If you have high blood pressure, diabetes or are overweight, you might be at a higher risk for complications. Some can be life-threatening. Learn more about warning signs at [cdc.gov/hearher/maternal-warning-signs](https://www.cdc.gov/hearher/maternal-warning-signs).



If you need help making an appointment for your postpartum check (7-84 days after delivery) please call Member Services at the phone number on page 8.

Dental health

Diabetes and your dental health

High blood sugar can make it harder to keep your mouth healthy. Brushing and flossing your teeth daily can help avoid dental pain and infections. So can having regular dental visits. Your dentist can find and help treat tooth decay and gum problems before they become serious.



If you need help finding a dentist or getting an appointment, we can help. Call Member Services at the phone number on page 8 to learn more.





Everyday life

Turn \$125 into \$625 with TIPS!

Open a college savings account

Boost your child's future now by taking advantage of a 4-to-1 match offered by the Tennessee Investments Preparing Scholars (TIPS) Program!

TIPS is a matching grant program designed to put college savings within reach for more Tennesseans. When a qualifying family opens a TNStars College Savings account, starting with as little as \$25, and enrolls a beneficiary 14 years of age and under in the TIPS program, the state will provide a 4-to-1 matching contribution to the beneficiary's TNStars account. That's \$100 for every \$25 contributed by the account holder, up to \$500 per year per child, with a lifetime maximum match of \$1,500 per child.

Small amounts add up. A child with school savings prior to reaching college age is over three times more likely to enroll in college and four times more likely to graduate from college than a child with no savings account.

To see if you or someone you know is eligible for TIPS, visit Treasury.TN.gov/TIPS. Get started today, invest for your child's future, and share this article with other families who may benefit from this program.

Everyday life

CHOICES and ECF CHOICES members

Do you want more choice and control over WHO gives you your long-term services and supports and HOW it is given? This is called Consumer Direction.

In Consumer Direction, you are the employer of the people who give you your home care services. This lets you hire, train, and schedule workers yourself. You may be able to hire someone you know like a family member, friend, or neighbor who qualifies to be your worker.

To get services in Consumer Direction they must be written in your Person-Centered Support Plan (or PCSP). The kind of service and how much service you get is based on what you need to support you and help you reach your goals. If you want to know more about Consumer Direction, talk to your CHOICES Care Coordinator or ECF CHOICES Support Coordinator. Or call us at 1-800-690-1606.

Member resources

We're here to help

TennCare resources

DentaQuest: 1-855-418-1622
dentaquest.com

Civil Rights Compliance:
<https://www.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 "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

Community resources

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.

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.

Continued →

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.

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.

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

Get support throughout your pregnancy.

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.

Expressable: expressable.com/united

Partner with a licensed and experienced speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster

UHC Doctor Chat: Download the **UHC Doctor Chat app or learn more at **UHCDoctorChat.com**.**

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.

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.

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

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

Arabic: ربيّةعلا

وظةعلم: اذا ملكتتةعلا اتمدخدةعاسملا وبيّةعلا رةفوتم لك. انجام. اتصل مقبر: 1-800-690-1606 (TTY: 711) مقرفتاھ صملا و مكبلا

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 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. ໂທສ 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: TTY:711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-800-690-1606 (टिटीवाइ: 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>**