



# Health Talk



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Fall 2021

United  
Healthcare®  
Community Plan

## Let us know

Telling TennCare about a new phone number, address or other changes is easy. Use your TennCare Connect account on your mobile app or online at [tenncareconnect.tn.gov](http://tennconnect.tn.gov). Or you can call TennCare toll-free at **1-855-259-0701**.

## We care for you

We give our providers tools, so they can best care for our members. These tools are called clinical practice guidelines. They tell the providers about how 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.



**Learn more.** For more information, visit [uhcprovider.com/cpg](http://uhcprovider.com/cpg).

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

AMC-063-TN-CAID

CSTN21MC4887851\_003

# Tablet problems?

## Let us know if you have issues

Are you receiving CHOICES Attendant Care or Personal Care Services in your home? Do you have a tablet in your home for the agency worker? If so, who do you call for problems with your tablet?

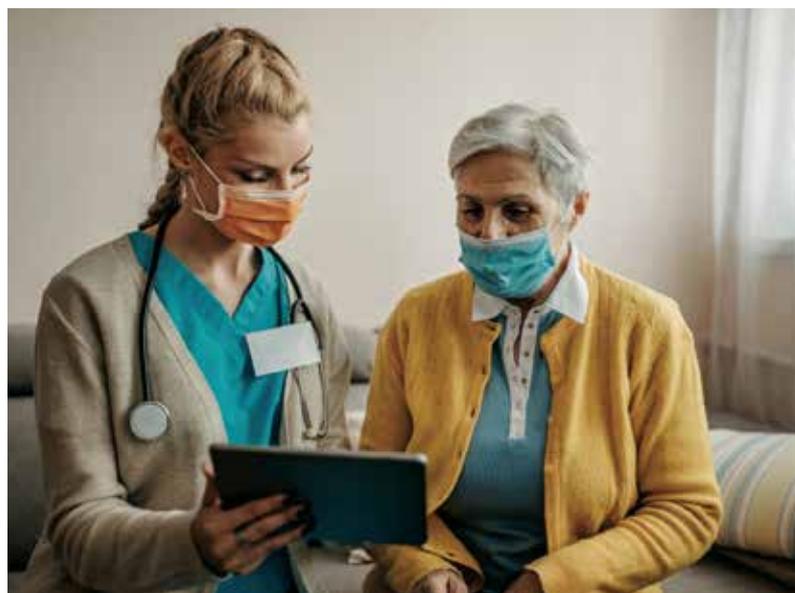
Call Carebridge for any technical problems with your tablet. The toll-free number is **1-855-329-2116**. Carebridge can help you with issues like:

- Unable to clock in or clock out
- Tablet has a blue or black screen
- Tablet is not in the home
- Unable to connect
- Unable to charge the tablet

For problems with approved services, call UnitedHealthcare Member Services toll-free at **1-800-690-1606**, TTY **711**.

Remember to always keep your tablet charged and ready for your caregiver to check in and check out of your visits. The tablet belongs to United Healthcare and should not be used for other reasons.

If the tablet needs to be returned for any reason — for example, if you are moving to a nursing facility — call your coordinator or Member Services at **1-800-690-1606**, TTY **711**. They will mail you a return envelope with postage. To return the tablet, just place the tablet and charger in this envelope and put it in the mail.



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## Fight the flu

### It's time for your annual flu vaccine

The Centers for Disease Control and Prevention (CDC) recommends that everyone 6 months and older get the flu vaccine each year. It is available in the fall and winter months. It is the first and most important step in protecting you and your family against the flu.

If you have not gotten the COVID-19 vaccine yet, talk to your provider about when you should get it. The FDA-authorized COVID-19 vaccines have been proven to be safe and effective for most people ages 12 and older.



**It's your best shot.** There is no cost to you for the flu or COVID-19 vaccines.

You can get them at any clinic or pharmacy that accepts your plan. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan) to find a location near you.

# Stay well

## Catch up on adolescent well visits and vaccines

Due to COVID-19, many children are behind on their well visits and vaccines. If your child missed their back-to-school checkup this year, it is not too late to make it up.

Well visits are needed all throughout childhood – from babies to teens. These visits may include:

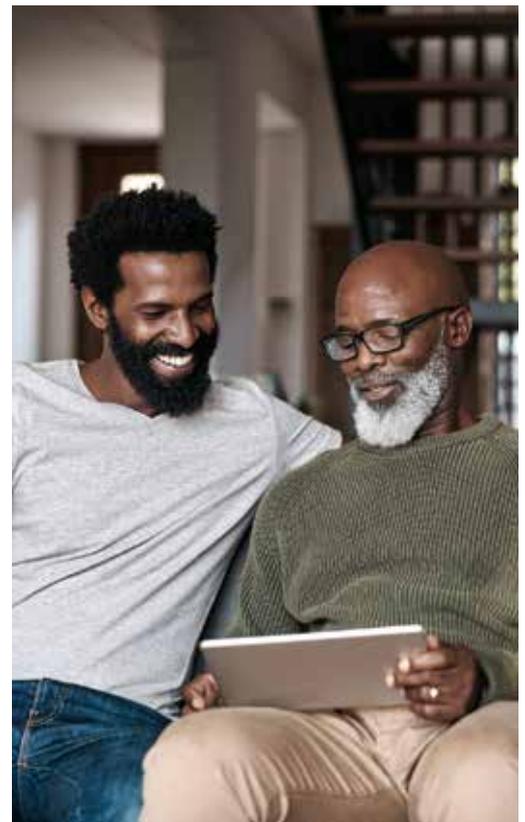
- A physical exam
- Vaccines
- Sight and hearing tests
- Discussion of physical activity and nutrition
- Developmental screenings for speech, feeding and physical activity
- Questions about your child’s health and health history
- Lab tests, such as urine and blood tests

During the well visit, ask your child’s provider if your child is up to date with their vaccines. Staying on schedule with vaccinations protects your child as well as others from getting sick. If your child missed any of their vaccines this year, it’s not too late to make them up.



**Get checked.** Call your child’s provider to make an appointment for a well visit. To find a new provider, visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

Or call Member Services toll-free at **1-800-690-1606**, TTY **711**.



istock.com/hupicoo

## Calling all men

Did you know that all men are at risk for prostate cancer? It is the second most common cancer in men. The chance of getting prostate cancer goes up as you get older. African American men and those with a family history of prostate cancer are more likely to get it.

When diagnosed early, prostate cancer can usually be cured. That is why it is so important for men to have a prostate exam and discuss prostate specific antigen (PSA) screening with their provider.



### **Make a screening plan.**

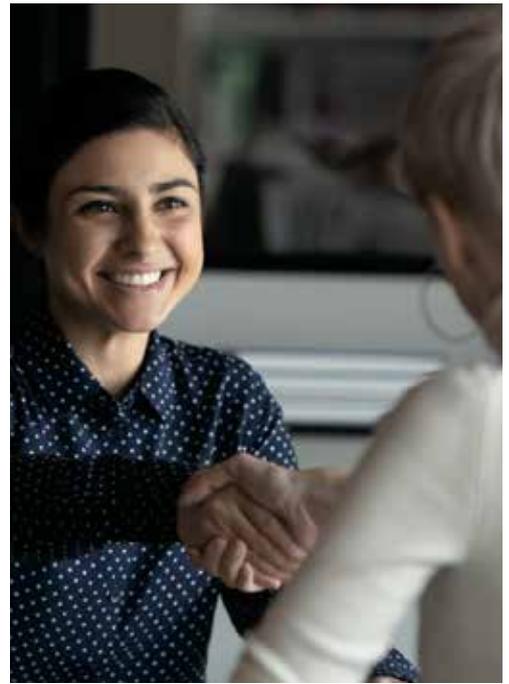
Talk to your provider about screening for prostate cancer. If you need to find a provider, we can help. Call Member Services toll-free at **1-800-690-1606**, TTY **711**. Or visit [myuhc.com/communityplan](https://myuhc.com/communityplan).

# Try it out

## Get help finding a job that works for you

Do you want to be employed? Are you hesitant to pursue employment because you are worried you may not be able to do the job? Members who receive Employment & Community First (ECF) CHOICES services are able to try out up to 4 jobs based on their interests. Each job visit includes a Situational Observation and Assessment (SOA) service. During this service, you work a volunteer shift in a job that interests you with a nationally certified job coach. The job coach will provide guidance.

This experience allows individuals to try a job to see if they would like to pursue employment in a specific area of interest. It also helps the job coach learn what support the individual may need to be successful on the job.



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**Find the right fit.** If you receive ECF CHOICES services and are interested in this service, please contact your support coordinator or Member Services at **1-800-690-1606, TTY 711.**

# An ounce of prevention

## Preventive care helps your family stay healthy

Preventive care is care that helps stop health issues before they start. It includes health services like screenings and checkups. It may 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 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.



**Stay healthy.** Learn about preventive care for you and your family. Ask your provider what health care you and your family need to stay healthy.



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# A dental home

## What a dental home is and why your child should have one

For children of all ages, cavities can hurt their health and well-being. A dentist can stop cavities from developing and provide routine dental care for your child.

A dental home is a dentist your child sees regularly every 6 months. This dentist will take care of your child by providing the dental services they need and always being available to care for your child. A dental home provides your child with:

- Complete dental care
- A dental health plan designed for your child
- Guidance about growth, development and diet
- Advice on how to correctly care for your child's teeth

All children should have a dental home. If your child does not get regular care from a dentist, it can hurt their development. Many studies link childhood cavities with low body weight. Some studies also suggest that not brushing and flossing correctly may increase their risk of developing heart disease or suffering a stroke as an adult.



**Don't wait.** Find a dentist in your community and establish a dental home for your child today. Need help finding a dentist or making an appointment? Call DentaQuest at **1-855-418-1622**, TTY/TDD **1-800-466-7566**. Or visit **dentaquest.com**.



istock.com/busiraevius

## Take as directed

Sometimes it is hard to take medicine as directed. Some people forget to take it. Sometimes you may not know how to use your medicine. Some people may not take medicine because they think it will not work. Other people may be afraid to take it. Taking your medication as directed is important. It helps you stay healthy.

It is OK to have questions. Your care provider or pharmacist can help. They can answer your questions. They can show you how to use your medicine. They can help you understand why it is important to take it. Pill boxes and phone alarms can help you remember when to take your medicine.



**We are here to help.** Call Member Services toll-free at **1-800-690-1606**, TTY **711**, for more information.



Healthy mind,  
healthy body

## Racism and mental health

Over the past year, the media has shared stories of police brutality, hate crimes and other forms of racial discrimination. Talking about the effects of racism isn't always easy. But let's start the conversation. If racism is taking a toll on your mental health, you're not alone. Help is available.

If you think you are experiencing race-based trauma or stress, you can get help from a multicultural or racial trauma-informed therapist. These therapists work to create an open, culturally affirming and empowering space for you to heal.

It's important to find a mental health provider you feel comfortable talking with and trust. This is important for preventive care, too. You should see your primary care provider every year for an annual wellness visit. This gives your provider a chance to catch problems early, when they are easier to treat.



**Find a provider.** We can help you find a mental health or primary care provider who is a good fit for you. Visit [myuhc.com/communityplan](https://myuhc.com/communityplan).



istock.com/katarzynaBialasiewicz

## 1 day at a time

### 4 tips for staying emotionally healthy

Dealing with chronic health conditions can be hard. Feeling sad or down at times is normal. Start focusing on 1 day at a time to make dealing with your condition easier. Use these 4 tips to help you stay emotionally healthy:

- 1. Stay busy.** When you keep busy doing the things you like, your mood will improve.
- 2. Don't withdraw.** Your friends and family can support you. Even if you do not always want to talk to them, try not to shut these people out of your life.
- 3. Ask questions.** It is normal to be afraid of the unknown. Talk to your health care team about your concerns. Learn how to deal with your condition.
- 4. Find support.** It is often easier to talk to someone who knows firsthand what you are going through. Join a support group, and start feeling better.

# 5-can soup

## A simple and satisfying recipe

Making a delicious and hearty soup this fall is as easy as 1, 2, 3, 4, 5. Simply combine and heat these pantry staples, and you'll have a healthy dinner on the table in less than 20 minutes. This recipe serves 6 and costs less than \$5.

Ingredients	Approximate cost (Walmart)
1 14.5-ounce can diced tomatoes	\$0.72
1 15-ounce can corn	\$0.50
1 19-ounce can ready-to-serve minestrone soup	\$1.42
1 15-ounce can mixed vegetables	\$0.58
1 15-ounce can black beans, rinsed and drained	\$0.72

### Instructions

1. Mix all ingredients in a large pot
2. Warm on stove over medium heat until warmed through (about 10–15 minutes)

### Seasoned cook tip

Make the recipe your own by adding spices (to taste) for more flavor. Garlic, cumin and chili powder will give the soup more of a kick. Italian seasoning, salt and pepper will give it a more savory and earthy taste.

Recipe source: WW



**Go online.** For more healthy fall recipes, visit [healthtalkrecipes.myuhc.com](https://healthtalkrecipes.myuhc.com). You'll also find a short video about which foods are best to buy frozen.



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## Treating ADHD

### There is no one-size-fits-all approach

Children with attention deficit hyperactivity disorder (ADHD) may have trouble paying attention in school or controlling their behavior. They also may be overly active. If your child has ADHD, their provider may suggest behavioral therapy. They may also suggest medication.

There are several kinds of medicines that treat ADHD. It may take a while to find the best one for your child. Your child may need to change medicines or dosages a few times. That's why it's important for children who take ADHD medicine to see their providers often for follow-up care.

# 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](http://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](http://uhchealthyfirststeps.com)**

Get support throughout your pregnancy.

### TennCare Resources

#### DentaQuest

**1-855-418-1622**

**[dentaquest.com](http://dentaquest.com)**

DentaQuest provides dental care for members under age 21.

#### Civil Rights Compliance

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