



# HealthTALK

SECOND QUARTER 2018



## Health4Me™

Do you have the UnitedHealthcare **Health4Me™** mobile app? **Health4Me** has many of the same features as your secure member website, [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan). You can view your digital member ID card, search for network doctors and urgent care centers, see your benefits and more. Download **Health4Me** from the App Store or Google Play today.

## 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's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top three things that 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 medicine itself with you.
3. Tell your provider about other providers you may be seeing. Include behavioral health providers. Mention any medications or treatments they have prescribed for you. Also bring copies of results of any tests you have had.



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# Healthy eating.

## Change your eating habits to get healthier.

Start by setting simple healthy eating goals. If you set goals you cannot reach, it will be hard to be successful.

- Set short-term goals.
- Write the goals down.
- Keep the goals simple.
- Be sure the goals are realistic.

Once your healthy eating goals are set, be sure to follow them to help keep you on track. Here are some ways to get a healthier you.

- Eat fruits and vegetables.
- Choose whole grain bread or pasta.
- Choose fat-free or low-fat (1%) milk, yogurt or cheese.
- Drink water instead of drinks with sugar.
- Choose lean meats.
- Choose foods with less sodium.
- Pay attention to the portion size.

Also, check your body mass index (BMI). This gives you an idea of how much body fat you have. Too much body fat leads to health problems. Your BMI can give you an idea of your healthy weight but other things are important, too, such as age, sex and race. Ask your primary care provider if you have questions about your BMI.

## Prevent this cancer.

If there were a vaccine against cancer, wouldn't you get it for your kids? The human papilloma virus (HPV) vaccine does just that. HPV infection can be very serious and can affect both boys and girls. You are the key to HPV cancer prevention. Talk to your primary care provider about this vaccine for your 11- to 12-year-old son or daughter.



## Your partner in health.

Your primary care provider (PCP) provides or coordinates your health care. He or she is your partner in health. It's important for your PCP to be a good fit for you.

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

Teens have different health care needs than children. It may be time for your teen to switch to a primary care provider who treats adults. Your daughter may need a woman's health provider, such as an OB/GYN.

If your PCP isn't right for you, you can switch at any time. You can learn more about plan providers online or by phone. Information available includes:

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



### Check it out.

To find a new PCP, visit [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan) or use the **Health4Me** app. Or call us toll-free at **1-800-690-1609, TTY 711**.



## Top quality.


### Our quality improvement results.

UnitedHealthcare Community Plan has a Quality Improvement program. It works to give members better care and services.

Each year we report how well we are doing. Last year, one of our goals was to increase the number of children who received yearly checkups. We sent members information about how important it is for their children to see their doctor every year for vaccines and screenings. We still want to improve in this area. In the coming year we want more of our members to get:

- Preventive screenings.
- Vaccinations.
- Physical exams.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2017 surveys showed mostly higher scores in how members rated their health care. In the coming year we will work on improving how members rate their doctors. We have given our doctors tip sheets on what members like so they can better serve them.

 **Get it all.** Want more information on our Quality Improvement program? Call Customer Services toll-free at **1-800-690-1609, TTY 711.**


## Your privacy is important.

We take your privacy seriously. We are very careful with your family's protected health information (PHI). We also guard your financial information (FI). We use PHI and FI to run our business. It helps us provide products, services and information to you.



We protect oral, written and electronic PHI and FI. We have rules that tell us how we can keep PHI and FI safe. We don't want PHI or FI to get lost or destroyed. We want to make sure no one misuses it. We use it carefully. We have policies that explain:

- How we may use PHI and FI.
- When we may share PHI and FI with others.
- What rights you have to your family's PHI and FI.


 **It's no secret.** You may read our privacy policy in your Member Handbook. It's online at **myuhc.com/CommunityPlan**. You may also call Customer Services toll-free at **1-800-690-1609, TTY 711**, to ask us to mail you a copy. If we make changes to the policy, we will mail you a notice.

## The right care.

UnitedHealthcare Community Plan does utilization management (UM). All managed care health plans do. It's how we make sure our members are getting the right care at the right time and in the right place.

A doctor reviews requests when care may not meet guidelines. Decisions are based on care and service as well as your benefits. We do not reward doctors or staff for denying services. We do not pay anyone for providing less care.

Members and doctors have the right to appeal denials. The denial letter will tell you how to appeal.


 **Questions?** You can talk to our UM staff. TDD/TTY services and language assistance are available if you need them. Just call **1-800-690-1609, TTY 711**, toll-free.



## Know your drug benefits.

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 may also be limits to the amount you can get of certain drugs.
- 4. Any costs to you.** You do not have copayments for prescriptions.


 **Look it up.** Find information on your drug benefits at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or, call Customer Services toll-free at **1-800-690-1609, TTY 711**.

## By the book.

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](https://myuhc.com/CommunityPlan). Or call Customer Services toll-free at **1-800-690-1609, TTY 711**, to request a copy of the handbook.



## TennCare checkups.

Your child should get a TennCare Kids checkup every year. Getting a checkup is called preventive healthcare. Preventive healthcare or “wellness” means taking your child to the doctor—even when he or she is not sick. Getting the checkup on time is very important! Remember, United Healthcare Community Plan members through age 20 years get TennCare Kids checkups at no cost. If you need help making an appointment, please call **1-800-690-1606**.

# Treatment decisions.

Make your wishes known in advance.

A Declaration for Mental Health Treatment is a legal form. If you can't make a decision about treatment because of a mental illness, this form helps you say how you want to be treated. This Declaration is only used when you can't make these decisions by yourself. It allows you to say which mental health treatments are okay with you. It allows you to say which mental health treatments are not okay with you. You can make your choices known about medicines and psychiatric hospitalization. You can also make your choices known about electroconvulsive and other convulsive therapies. You should give a copy of your completed Declaration form to your mental health provider. You should give a copy to anyone who might help you when you are not able to make decisions by yourself. You may want to give a copy to your medical doctor. Be sure you keep a copy for yourself.



If you decide you want to complete a Declaration for Mental Health Treatment, you can plan ahead.

1. Complete the Declaration for Mental Health Treatment form.
2. Talk about your choices with two adults who know you.
3. Sign the form in front of a witness.
4. Have the witnesses sign the form.



**Plan well.** For more information, go online to [tn.gov/behavioral-health](http://tn.gov/behavioral-health) or call Tennessee Department of Mental Health and Substance Abuse Helpline at **1-800-560-5767**.

## Annual doctor visit.

A yearly checkup helps your primary care provider (PCP) know your health status. The checkup can be a good time to ask your PCP questions about your health. You can also discuss any changes or problems that you have noticed. There are also different tests based on your age or health history your PCP may recommend. So call today and schedule your yearly exam to help you stay healthy.



## Say “no” to cigarettes.

Think smoking only affects your lungs? Think again! Smoking leads to disease and harms nearly every organ of the body. Cigarette smoking is the leading preventable cause of death in the United States. So don't start a bad habit! Quitting smoking now improves your health and reduces your risk of heart disease, cancer, lung disease and other smoking-related illnesses. Secondhand smoke is dangerous also. It contains more than 7,000 chemicals and causes numerous health problems in infants and children. It's never too late to quit smoking.

If you already smoke, here's what you can do:

- Talk to your primary care provider about options to help you quit.
- Make a plan to quit.
- Manage your cravings.
- Call the Tennessee Quit Line at **1-800-784-8669**.
- Download the FREE Quit Mobile Guide App.
- Free 24/7 quit help texted to your phone! Text QUIT to **47848**.



# Handy health advice.

Get healthy facts at your fingertips.

UnitedHealthcare and KidsHealth have teamed up to provide advice you need, when you want it. Get answers to your health questions at [UHCCommunityPlan.com/TNkids](https://UHCCommunityPlan.com/TNkids).

- **Parents:** Find answers you can trust. Get doctor-approved advice without the medical mumbo-jumbo.
- **Kids:** Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- **Teens:** Find straight talk and personal stories. Get answers and advice on questions about your body and mind.

Visit us at home, school, the library or anywhere in between.

- Use any computer or smart phone with access to the internet.
- Search by topic, read or listen to articles, or watch videos.
- You can even download an easy link for your smart phone.

 **Visit Today!** For healthy facts at your fingertips, visit [UHCCommunityPlan.com/TNkids](https://UHCCommunityPlan.com/TNkids) today.

Note: All information is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

## Set your goals.

Living with a chronic condition can be confusing. You may have to see your doctor more often. You may have several medications that you have to take. You may even feel like you have no control over your condition. The good news is that you can make a difference in your health!

The best way for you to begin is by setting small goals to improve and understand your health. Start by making sure that you understand your condition. Talk to your health care provider and ask them questions. Ask them what you can do to help yourself. Will it help if you lose weight? Does smoking make your condition worse? How do medications impact your condition? We can help with all of these things.

When you start to set your goals, it is okay to start small. By starting with goals that are easy to achieve, you will set yourself up for success. Once you get past the small things, you can move on to larger goals.

Please remember that we want to help you with your goals. If you would like to work with a health coach to reach your goals, call us at **1-800-690-1606**. We offer health coaching for those who would like to:

- Stop using tobacco.
- Eat healthier.
- Exercise more.



# Spot addiction signs.

## Do you or someone you love have pain pill addiction?

When someone is addicted to pain pills, they will feel a very strong need to take the drug. They will need to take more and more pain pills to get the same high feeling. They may go to different doctors for prescriptions. They may fill these at different pharmacies. They may steal pills from loved ones, get them from friends or buy them from dealers.

If someone is addicted to pain pills, they may:

- Get strong urges to use the drug.
- Feel physically bad if the drug is not in their system.
- Lie, steal, sell drugs or commit crimes to get more drugs.
- Spend a lot of time and money getting their drug of choice.
- Stop meeting work or family responsibilities.
- Become friends with other drug addicts or other people with unhealthy habits.
- Avoid friends and family.



People who are trying to stop using pain pills might:

- Have body aches and pains.
- Get chills.
- Throw up or have diarrhea.
- Feel nervous, angry or very sad.
- Have trouble sleeping.



**Addiction is a disease.** Addiction can be treated. If you or someone you know needs help, please call the Customer Services line at **1-800-690-1606**.



## Get screened.

Many women die each year of cervical cancer. Some do not get screened even though 93% of cervical cancers are preventable. Human Papilloma Virus (HPV) testing and the HPV vaccine helps prevent infection that causes cervical cancer. Getting your pap test will screen for abnormal cells that cause cervical cancer. In addition, the HPV vaccine is safe and effective. Call your primary care provider today and see if it's time for your pap screening.

## We care.

UnitedHealthcare Community Plan provides care management. Care management helps members with special needs get the services and care they need. Care managers work with the health plan, providers and outside agencies. They help people with:

- Physical disabilities.
- Serious mental illness.
- Complex health problems.
- Other special needs.



**How can we help?** Take a Health

Assessment at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan).

Or take it over the phone by calling Customer Services toll-free at **1-800-690-1609, TTY 711**. This short survey will help find programs that are right for you.

# Who to call.



## Numbers to know.

UnitedHealthcare wants to hear from you. We are available to help you better understand your health plan. You can ask for help or voice an opinion. You will reach the right person to help you with questions and concerns. Answering your questions and hearing your input is important to us.

### UnitedHealthcare Resources

#### Customer Services

**1-800-690-1606**

If you have a hearing or speech problem, you can call us on a TTY/TDD machine.

Our TTY/TDD number is **711**. Hay una línea telefónica en español para los consumidores hispanos de TennCare.

Llame a los Servicios al Cliente al **1-800-690-1606** para más información.

#### Our Websites

**myuhc.com/CommunityPlan**

**UHCCommunityPlan.com**

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Find out about Healthy First Steps and other programs. Get a discrimination complaint form.

**UHCRiverValley.com/just4teens**

Get health information just for teens.

#### Our Member App

**Health4Me™**

Find providers, call Nurseline, see your ID card, get benefit information, and more from your smartphone or tablet.

#### NurseLine

**1-800-690-1606, TTY 711**

Optum® NurseLine<sup>SM</sup> 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**

Get non-emergency transportation to your health care visits.

#### Baby Blocks™

**UHCBabyBlocks.com**

Join a rewards program for pregnant women and new moms.

#### Healthy First Steps®

**1-800-599-5985, TTY 711**

Get support throughout your pregnancy.

#### MyHealthLine™

**UHCmyHealthLine.com**

If you qualify, you can get a smartphone and a monthly service plan at no cost.

### TennCare Resources

#### DentaQuest

**1-855-418-1622**

**DentaQuest.com**

DentaQuest provides dental care for members under age 21.

#### Health Insurance Exchange

**1-800-318-2596**

**Healthcare.gov**

Apply for TennCare.

#### TennCare

**1-866-311-4287**

**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. They can help you understand your plan and get treatment.

### Tennessee Health Connection

**1-855-259-0701**

Get help with TennCare or report changes.

### Community Resources

#### Care4Life

**Care4Life.com**

Get free text messages to help manage diabetes.

#### KidsHealth®

**UHC.com/TNkids**

Get trusted kids' health information, written for parents, children or teens.

#### Text4Baby

Get free text messages to help you through pregnancy and your baby's first year. Text **BABY** to **511411** or register at **Text4baby.org**.

#### 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-QUITNOW**

**(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 Department

#### of Human Services

**1-866-311-4287**

Family Assistance Service  
Center Help Desk