



Health Talk



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Winter 2021

United
Healthcare®
Community Plan

What do you think?

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

Healthy start

Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



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The fine line between use and abuse

Addiction can be treated

Some people are able to try drugs or drink alcohol without a problem. For other people, drug or alcohol use affects their lives, jobs and relationships. They may even become dependent on drugs or alcohol.

Another word for dependence is addiction. Addiction affects how the brain works. That's why a dependent person often can't see they have a problem.

A person who has a problem with drugs or alcohol may not use them every day. It's more important to look at what happens when they use drugs or alcohol.

A person who is addicted to drugs or alcohol may:

- Need to drink or use more than they used to in order to get drunk or high
- Feel sick when they are not drinking or using drugs (this may include shaking, sweating or feeling tense)
- Use drugs to feel better
- Feel depressed or anxious when they're not using drugs or alcohol

A person who is abusing drugs or alcohol may:

- Miss work or school, or stop taking care of their home
- Use them when it is not safe, such as while driving, having unsafe sex or sharing needles
- Keep using them even when family or friends tell them there is a problem
- Use them to relax or deal with stress
- Drink or use more than they planned or wanted to

People with drug or alcohol problems can get help. Treatment is available at clinics, hospitals or at a Community Mental Health Center (CMHC).

Some people may need to stay at the treatment facility for several days or weeks. This is known as inpatient care. Other people can get treatment during the day and return home at night. This is known as outpatient care.



Get help. Admitting you have a problem with drugs or alcohol isn't easy. Seeking treatment takes courage, and we're here to help. Call the Substance Use Helpline at **1-855-780-5955**. You can also find substance use providers at **LiveandWorkWell.com**.

Set small goals

Take the first step toward better health

Living with a chronic condition can be a lot to handle. You make frequent visits to your doctor. You have to keep up with several medications. You may end up feeling like your condition is out of your control.

But you can make a difference in your health. The first step is to talk to your health care provider. Ask them questions. Should you lose weight? Does smoking worsen your condition? Which medications should you take? How will

they impact your condition? Your health care provider can help you understand your health and set small goals to improve your lifestyle.

Set small goals at first. By starting with goals that are easy to achieve, you can experience success early. Then you will be ready to move on to bigger and better goals.



Reach your goals. We can help set you up for success. Just call Member Services toll-free at **1-800-690-1606**, TTY **711**.

Take as directed

One of the most important ways to manage any condition is to take your medications as directed by your provider. Not taking your medications could lead to other health problems. It also could cause your condition to become worse.

It is possible to medicate at the wrong time. Or you could take the wrong amount of medication. It is important to follow the directions on the label of the medication. Do not skip a dose. Remember to get prescriptions filled.

There are many reasons why people do not take their medications properly. Some people may not be able to afford the cost of the medication. Others may dislike the side effects the medication causes. Some people simply may forget to take their medication. Whatever the reason, it is always dangerous to not take medications as directed.

Talk to your health care provider or pharmacist if you have any questions about taking your medication. They will be able to explain why your medication is important for your condition. They also can explain how the medication works and any side effects.



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We're here to help. If you cannot afford your prescriptions or are unsure about your medications, please call Member Services. You can reach us toll-free at **1-800-690-1606**, TTY **711**.



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Employment services

Creative solutions for ECF CHOICES members during the COVID-19 pandemic

The year 2020 created many challenges for people from all walks of life in Tennessee. UnitedHealthcare continues to use creative solutions for those in the Employment and Community First CHOICES (ECF CHOICES) program. We are considering individuals who are engaged in employment services in a different way.

Due to the seriousness of the pandemic, UnitedHealthcare has decided to approach pre-employment services from a creative and safe angle for our members. Through the use of technology, we are able to continue to support many of our ECF CHOICES participants as they work with job coaches and job developers to learn employment skills from the comfort and safety of their own homes. From practicing biscuit making via FaceTime to learning about which bugs are beneficial to farming on Zoom meetings, we certainly have evolved with the times.



Get support. Please contact your Support Coordinator directly if you are enrolled in ECF CHOICES and would like more information about pre-employment services. Or call Member Services toll-free at **1-800-690-1606**, TTY **711**.

What is consumer direction?

Consumer direction (CD) is a way of receiving the home and community-based services you need in your home. CD gives you control over who provides your care and how you receive it.

To participate in CD, you must be enrolled in a LTSS program such as the CHOICES program. You must also accept the responsibility of being an employer to the worker(s) providing services to you. With CD, you employ the people who provide some of your services — they work for you instead of an agency. This means that you must be able to do the things that an employer would do. You are responsible for hiring, training and managing the workers. Or you can get someone to help you as your representative.

With CD, you cannot hire your spouse, legal guardian, power of attorney, immediate family member or anyone who has lived with you in the last 5 years to become a CD worker to provide care that they otherwise would have given for free. CHOICES only pays for care to meet needs that can't be met by family members or others who are close to you.



Learn more. Please contact your Coordinator if you are enrolled in CHOICES and you would like more information about CD.



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Don't fall behind

Follow up after a TennCare Kids screening

Your child feels healthy and is up to date on vaccines. So why not skip a routine exam? While it may not seem like a big deal, missing yearly well-teen checkups can lead to problems.

Your child's primary care provider (PCP) knows their health history, habits and personality. These checkups allow the PCP to notice changes in your teen's health and catch small issues before they turn into big ones.

After a well-teen checkup, be sure to check back for:

- **A follow-up appointment, if needed.** To be on the safe side, the PCP may order other exams — like screening for mood or behavioral health problems — based on your family history or other risk factors. Or the provider might suggest that your child get nutrition counseling.

- **The next scheduled visit.** The PCP may need to see your child more often than once a year. Some conditions, such as asthma, attention deficit hyperactivity disorder (ADHD) and weight problems, mean your child needs regular and more frequent visits. These visits are important, too.
- **Any new health problem that comes up.** Your teen's PCP is just a phone call away. If you have questions or concerns, give them a call today and schedule an appointment. You don't have to wait until the next visit to check back in.



Time for a checkup? If you need help making an appointment for your child, call Member Services toll-free at **1-800-690-1606**, TTY 711.



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Get moving

Enjoy the benefits of exercise

Want to feel better, have more energy and even add years to your life? All you have to do is exercise. The health benefits of exercise are hard to overlook. Everyone benefits from physical exercise. Your age, sex or physical ability do not matter.

So, don't be a couch potato! Get moving and enjoy these benefits. Benefits of exercise include:

- Weight loss
- Improved mental health
- Energy boost
- Improved sleep
- Increased muscle and bone strength

Sometimes, people just don't exercise. There might be true limitations due to age or illness. But other times, people might choose not to exercise because:

- It is inconvenient
- They have no driving force
- They don't enjoy it or are bored by it
- They lack confidence

Remember, some physical activity is better than none. The bottom line is exercise is a great way to feel better and boost your health. Aim for at least 150 minutes per week of moderate-intensity exercise, or 75 minutes per week of vigorous exercise. Always check with your primary care provider (PCP) before starting a new exercise program.

Relieving dental pain

Opioids are a class of drugs that produce feelings of pleasure and relief from pain. Prescription opioids have a high potential for causing addiction. Opioid addiction can cause life-threatening health problems, including the risk of overdose.

Dentists want to control pain after dental procedures. Opioids are not the best options available for relief from dental pain. Over-the-counter pain pills are safer after a visit to the dentist. They work better than prescribed opioids for managing pain.

Pain should be assessed for all dental patients. Prescribed opioids should be the last resort to relieve pain. Discuss alternatives to opioids for pain relief with your dentist.



Take care of your teeth. Need help finding a dentist or making an appointment? Call DentaQuest at **1-855-418-1622** or TTY/TDD **1-800-466-7566**. Or visit our website at **DentaQuest.com**.



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The vape debate

It's safe to say most teens and adults know that smoking and other tobacco use is dangerous. But what about vaping? Vaping tools use electricity to turn flavored liquid into vapor. These include vape pens, electronic cigarettes and hookah pens.

Vaping may seem fun and harmless. You've probably heard that vaping is safer than smoking. That's because it doesn't fill your lungs with harmful smoke. But many health professionals agree that vaping can be harmful to the body. Most vaping tools contain nicotine. It's highly addictive. When you stop using it, you can go into withdrawal and feel depressed and crabby. Over time, nicotine use can lead to serious health problems. Some include heart disease, blood clots and stomach ulcers.

Because nicotine is so addictive, the best way to quit smoking or stop using vaping tools is never to start. If you smoke and want to quit, vaping isn't your best option. There's no proof that vaping is safe or successful at helping smokers quit. Talk to your primary care provider (PCP) about medicines and other proven stop-smoking tools.

Be tobacco free

It's never too late to quit smoking

Do you think smoking only affects your lungs? Think again! Smoking leads to disease and harms nearly every organ of the body. Secondhand smoke is also dangerous. It contains more than 7,000 chemicals and can cause numerous health problems in infants and children.

Cigarette smoking is the leading preventable cause of death in the United States. Quitting smoking now can improve your health and reduce your risk of heart disease, cancer, lung disease and other smoking-related illnesses.

If you don't smoke already, don't start a bad habit. If you do smoke, here's what you can do to quit:

- Talk to your primary care provider (PCP) about options to help you quit
- Make a plan to quit
- Manage your cravings
- Call the Tennessee Tobacco QuitLine at **1-800-784-8669, TTY 711**
- Download the free QuitGuide mobile application
- Text **QUIT** to **47848** to get free quit help texted to your phone 24 hours a day, 7 days a week



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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

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
1-866-405-0238

Get non-emergency transportation to your health care visits.

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 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. They can 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
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.



COVID-19



Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit UHCCommunityPlan.com/covid-19.

How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page cdc.gov/coronavirus/2019-ncov



Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

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

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

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

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 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

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການລ່ວງໄຫຼ່ອດ້ານພາສາ, ໃດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. 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 काल 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).

<p>Nepali:</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>	<p>नेपाली</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>
<p>Persian:</p>	<p>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.</p>

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