



HealthTALK

SPRING 2019



Register online!



You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits and more. Go to myuhc.com/CommunityPlan to register today and start getting more from your benefits.

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 staff. They are available 8 hours a day during normal business hours. If you need to leave a message, someone will call you back. TDD/TTY services and language assistance are available if you need them. Just call **1-800-690-1606, TTY 711**, toll-free.



UnitedHealthcare Community Plan
8 Cadillac Drive, Suite 100
Brentwood, TN 37027

AMC-050-TN-CAID

CSTN19MC4402996_001



Your partner in health.

How to choose the right PCP.

Your primary care provider (PCP) provides or coordinates your health care. You should see your PCP for well visits, immunizations and important screenings. Your PCP can help you lead a healthier lifestyle by providing tools to help you lose weight or quit smoking.

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 doctor 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.
- Languages they speak.
- Qualifications.
- Medical school or residency (available by phone only).
- Specialty.
- Board certification.

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.

Or call Member Services toll-free at **1-800-690-1606, TTY 711**, to request a copy of the handbook.



Need a new doctor? To find a new PCP, visit **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me®** app. Or call us toll-free at **1-800-690-1606, TTY 711**.




Know your drug benefits.

Find out more online.

Visit our website at myuhc.com/CommunityPlan 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. Or, call Member Services toll-free at **1-800-690-1606, TTY 711**.

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 have. 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 3 things 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 treatment they have prescribed for you. Also bring copies of results of any tests you have had.

Health equity.

We receive cultural data about you. This may include your race, ethnicity and the language you speak. We use this information to help us meet your health care needs. We may use it to improve the services we provide by:

- Finding gaps in care.
- Helping you in other languages.
- Creating programs that meet your needs.
- Telling your health care providers what language you speak.

We do not use this data to deny coverage or limit benefits. We protect this information. We limit who can see your cultural data. We keep your race, ethnicity and language data safe and secure. Only those who need to use this data have access to it. We guard it using physical, technical and administrative means.

 **Learn more.** Want more information on our health equity programs? Visit uhc.com/about-us/health-equity. You may also call Member Services toll-free at **1-800-690-1606, TTY 711**, for more information.



We speak your language.

If you speak a language other than English, language assistance services, free of charge, are available to you. We can send you information in other languages or in large print. You can ask for an interpreter. To ask for help, please call **1-800-690-1606, TTY 711**, toll-free. Voicemail is available 24 hours a day, 7 days a week.

Si usted habla otro idioma además del inglés, dispone de servicios de asistencia lingüística gratuitos. Podemos enviarle información en otros idiomas o en letra grande. Puede solicitar un intérprete. Para pedir ayuda, llame a la línea gratuita **1-800-690-1606, TTY 711**. El correo de voz está disponible las 24 horas del día, los 7 días de la semana.

ةغلللا ريغ ةغل ثدحتت تنك اذا
تامدخ كل رفوتتف ةيذيلكنلإا
اننكمي . أناجم ةيوغلللا ةدعاسملا
تاغل يف ةعوبطم تامول عم لكل اسر!
ةربكم تاعوبطم وأ ىرخا

بلطل . مچرتم بلطت نأ كنكمي
ىلع لاصتال اىجري ، ةدعاسملا
يناجم طخ ، **1-800-690-1606, TTY 711**
24 رادم ىلع حاتم يوصوللا ديربللا
عوبسال ايف ماي 7 ، ايموي ةعاس



You are not alone.

Get help before you hurt yourself.

Self-harm is when you try to hurt yourself on purpose. Some people self-harm to feel better, or to show how they are feeling. This happens with kids of all ages and even adults. Some ways kids and adults self-harm are by using drugs, cutting or hitting themselves or swallowing things that are poisonous.

If you or someone you know needs help because they are self-harming, there are things you can do. You can talk to a counselor, therapist or mental health doctor. You or a loved one can go to a peer support group. You can get help in or outside of the hospital. Remember that you are not alone. Everyone goes through stress and responds in a different way.

When you feel like harming yourself, here are some things you can try instead:

- Play a video game or read.
- Talk to someone you trust, like a friend, parent, sibling, social worker, pastor/rabbi or a guidance counselor.
- Exercise.
- Meditate or pray.

Here are some things you want to avoid when you feel stressed:

- Using drugs or alcohol.
- Smoking cigarettes.
- Self-harm.



Reach out. If you or someone you know needs help, contact your doctor or call UnitedHealthcare Community Plan at **1-800-690-1606, 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 found that overall in 2018 more children did get these services.

We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want more of our adult members who have diabetes to get their HgbA1c blood tests and retinal eye scans.

We also survey our members each year. We want to see how well we are meeting their needs. Last year we worked on improving how members rate their doctors. We gave our doctors tip sheets on what members like so they could serve them better. Our 2018 surveys showed higher scores in how members rate their doctors.

In the coming year we will continue to work on improving this. We will also work to decrease the time members have to wait when they need care right away. We will also continue to work with our Member Services team to provide members with all of the information they need.

 **Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **1-800-690-1606, TTY 711.**



Healthy smiles.

Did you know that cavities are the most common disease of childhood? An unhealthy mouth can mean lost time at school and work for families. The good news is that cavities are almost 100 percent preventable. A healthy mouth is important to a child's growth and development. Here are a few things parents can do to keep their child's mouth healthy.

Infants


- Wipe the inside of your baby's mouth after each feeding with a warm washcloth.
- Take your baby for their first dental checkup no later than their first birthday.

Toddlers

- Brush your toddler's teeth twice per day using a tiny smear of fluoride toothpaste.
- Take your toddler for a dental checkup every 6 months to help them get used to visiting the dentist.

Children

- Take time to show your child how to brush and floss. Model positive behavior by brushing and flossing with your child. Watch as they brush and offer help.
- Take your child for a dental checkup every 6 months.

 **Open wide.** Need help finding a dentist or making an appointment? Call us at **1-855-418-1622** or **TTY/TDD 1-800-466-7566.** Or visit our website at **DentaQuest.com.**


Say no to CO.

Carbon monoxide (CO) is an invisible killer. It is a colorless, odorless gas that is produced from burning fuel. CO is produced year-round. But because windows are closed and heaters are on, the risk for CO poisoning is higher in the cooler months. Because you cannot see or smell CO, the first sign it is in your home is often when you start to feel sick. The first symptoms include headache, fatigue or dizziness that gets better when you leave the house. You may feel nauseous or have trouble breathing.

If you suspect CO poisoning, go outside immediately. Make sure all people and pets in the building leave, too. Then, call **911** from a cell phone or neighbor's home.

To prevent CO poisoning, keep all cooking and heating appliances in good working order. Plus, NEVER:

- Leave a car running in a garage or other enclosed space, even with the door open.
- Run a generator inside your home, garage or crawl space.
- Burn charcoal inside.
- Use a gas range, oven or dryer for heating your home.

 **Use a detector.** Every home should have a CO detector. It will alert you to high CO levels. Make sure to replace the batteries once a year.



Make your wishes known.

How to give consent for mental health treatment.


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 OK with you. It allows you to say which mental health treatments are not OK. You can make your choices known about medicines, psychiatric hospitalization and other treatments.

You should give a copy of your completed declaration form to your mental health provider. You should give a copy to anyone who may 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 form, you can plan ahead.

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

 **Give your OK.** For more information, visit tn.gov/behavioral-health/mental-health-substance-abuse-law. Or call the Tennessee Department of Mental Health and Substance Abuse Helpline at **1-800-560-5767, TTY 711**.

TennCare Connect.


It's easy to create an online account.

TennCare plans to roll out a new website this spring. It's called TennCare Connect. TennCare members can visit tenncareconnect.tn.gov now and create an online account with TennCare Connect. All you need is your name and your email address.

When you create an account, you can connect your TennCare coverage details to your account online. You will be able to see your case information and eligibility coverage dates. With TennCare Connect, you'll be able to:

- Submit applications.
- Make changes (like change your address or update your income).
- Complete annual renewals.
- Upload requested documents such as pay stubs or tax documents.
- Receive electronic notices.

There is also a free mobile app. Just search "TennCare" in the Apple App Store or on Google Play™. By using the mobile app, TennCare members and applicants can upload documents, view notices, and make address and other changes.


 **Get connected.** Visit tenncareconnect.tn.gov to get started. Or search "TennCare" in the Apple App Store or on Google Play™ and download the app today!



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. Or take it over the phone by calling Member Services toll-free at **1-800-690-1606, TTY 711**. This short survey will help find programs that are right for you.

Time for a checkup?



Preventive health checkups are doctor visits scheduled at specific times in a child or adult's life. They help keep you healthy. Well visits serve many purposes, but they are primarily a chance for the doctor to ensure proper growth and catch illness as early as possible.

Missed appointments happen, but it is important that you call and reschedule. One missed checkup could mean a late diagnosis.

 **See your doctor.** Call today and make your checkup appointment. If you need help making the appointment, call **1-800-690-1606, TTY 711**.

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

Member 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 miembros 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.

Our Member App

Health4Me®

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

NurseLineSM

1-800-690-1606, TTY 711

Optum® NurseLineSM 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™

Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

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

1-615-743-2000

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

Care4Life

Care4Life.com

Get free text messages to help manage diabetes.

KidsHealth®

KidsHealth.org

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

1-615-743-2000

Family Assistance Service
Center Help Desk

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 ደደውሉ 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, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. 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 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 निःशुल्क 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 निःशुल्क 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.