

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 **UHCCP.com**.

In response to COVID-19, UnitedHealthcare is making telehealth available at no cost to you. Telehealth visits allow you to talk with a local health care provider for both urgent and non-urgent needs using your mobile device or computer. Call your Primary Care Provider (PCP) to see if they offer visits online or by phone. If you don't have a doctor you see regularly, visit **myuhc.com/CommunityPlan** to find a network provider that may be able to offer a telehealth visit.

The articles found in the Spring HealthTalk newsletter were written and printed prior to the COVID-19 outbreak. These short, interesting articles are aimed to help keep you and your family healthy all year long. To ensure your safety and those around you we suggest you schedule your annual wellness visit in the fall or winter.

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](https://www.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).



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HealthTALK

SPRING 2020



Need a ride?

As our member, you can get non-emergency transportation to and from your health care visits if compliant with TennCare NEMT rules. This includes visits to your doctor, pharmacy and other TennCare covered services. To schedule your next ride, call **1-866-405-0238**.



Going home.

Have you been in the hospital or emergency room (ER)? If so, it is important to receive follow-up instructions before you go home. Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions so they also understand what you are supposed to do.

Make an appointment with your doctor as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your doctor. Proper follow-up may prevent another visit to the hospital or ER.



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UnitedHealthcare Community Plan
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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.
- Qualifications.
- Specialty.
- Board certification.
- Languages they speak.
- Medical school or residency (by phone only).



iStock.com: Ivan Antic



Need a new doctor? To find a new PCP, visit myuhc.com/CommunityPlan. Or call us toll-free at **1-800-690-1606, 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. Or call Member Services toll-free at **1-800-690-1606, TTY 711**, to request a free copy of the handbook.

Transition time.

Help for living independently.

Transitioning from the nursing home back to life in the community can be challenging. Many individuals have become used to having care around the clock, or they do not feel they have enough support or the resources to safely transition back into the community. As part of the Long-Term Services and Supports CHOICES program, you have access to a team of trained individuals who will provide assistance. They can help you safely return to life in your community with services that allow you to live independently.

These trained individuals will assist with developing a plan to get you back into your community. Part of this plan may include:

- Caregivers in your home to assist in closing the gaps you or your family members are not able to perform.
- Home modifications to make your home easier to navigate.
- Financial assistance to help with rent, utilities and furniture needs so you can get established.



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We can also assist you with moving into special housing with caregivers who can help meet your needs. These caregivers can provide assistance daily, as well as make living in the community affordable again.



Learn more. For more information, call Member Services toll-free at **1-800-690-1606, TTY 711**. Or if you are already enrolled in CHOICES, please reach out to your Care Coordinator.



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The right care.

How we decide which services are covered.

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.

We care for you.

Voluntary programs to help manage your health.

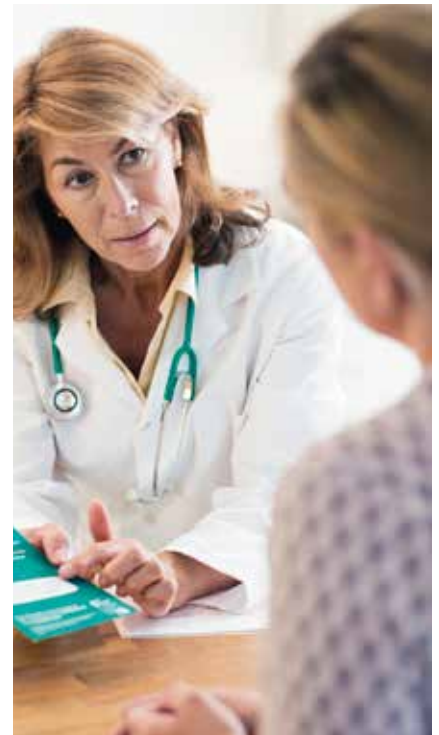
UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our Population Health program. They can include:

- Health education and reminders.
- Maternity support and education.
- Support for substance use disorders.
- Programs to help you with complex health needs (care managers work with your doctor and other outside agencies).

These programs are voluntary. They are offered at no cost to you. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network doctors. You can also learn more about the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at **1-800-690-1606, TTY 711**.



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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.

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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 receive. Here's how you can take charge of your health care:

- **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.
- **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.
- **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.

iStock.com: apichon_lee

Spring is here!

Coping with seasonal allergies and asthma.

When trees get their leaves, grass grows and flowers bloom, they send pollen into the air. For many people, this means allergy and asthma symptoms get worse. You may have trouble breathing. You may have itchy eyes or a drippy nose. There are things you can do to feel better this spring.

- Check air quality. It's often reported with the weather. It can tell you levels of different kinds of pollens and pollution.
- If you play, garden or exercise outdoors, enjoy these activities in the morning or early afternoon. Springtime tree and grass pollen counts are lower at those times of day.
- After spending time outdoors, shower and change your clothes. This keeps pollen off your furniture and bedding.
- Keep windows closed in your home and car when possible.
- Take your medicine. If you have asthma, take your control medication as prescribed. Carry your quick-relief inhaler with you.

Follow your provider's orders for treating other allergy symptoms.



iStock.com: Imgerthand



We speak your language.

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at **1-800-690-1606, TTY 711.**

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en otros idiomas aparte de inglés o en letra grande. Usted puede pedir un intérprete. Para más ayuda, llame gratis a Servicios al Miembro al **1-800-690-1606, TTY 711.**

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Adult checkup reminder.

An annual checkup is a great chance to refocus your attention on maintaining good health. Even perfectly healthy adults should get regular checkups. These visits can help you avoid problems in the future.

During your checkup, you can discuss how to improve your health and prevent disease. You may receive recommended tests or shots during your visit.

Schedule your appointment today. Our goal is to help you live a healthier and happier life through preventive care.



Checkup time. Call your primary care provider's office today to schedule an appointment. Need help finding a new provider? We can help. Call Member Services toll-free at **1-800-690-1606, TTY 711.**



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Sickle cell disease.

Tips on how to care for your child.

Sickle cell disease is present at birth. Symptoms usually don't show up until a baby is 4 months old. It's very important to catch sickle cell disease as early as possible. Doctors use a simple blood test to detect it. The blood test is given to newborns in all 50 states.

If your child has sickle cell disease, here are some tips to keep them — and you — healthy:

- **Build healthy habits.** Eating healthy foods, drinking lots of water, getting plenty of sleep and exercising are ways to build healthy habits for your child.
- **Prevent infections.** Wash hands frequently and make sure your child is spending enough time washing. Cook your child's food thoroughly. Prevent your child from getting too hot or too cold. Make sure your child is up-to-date on immunizations and any medications prescribed by their doctor.
- **Get support.** Caring for a child with sickle cell disease can be hard and stressful. It's not unusual for parents to feel overwhelmed, sad or anxious. Talk to your doctor if you feel depressed. There are medicines that can help. Some people also find it helpful to join support groups.
- **Stay informed.** Doctors learn about new ways to treat sickle cell disease all the time. That's why it's so important for you to take your child to a sickle cell specialist who can help you decide if the latest treatments are right for your child.



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Verify your visit.

EVV tablets for ECF CHOICES members.

If you're enrolled in Employment and Community First (ECF) CHOICES and you get certain Home and Community-Based Services (HCBS) such as Personal Assistance, Supportive Home Care and Respite, you must use an Electronic Visit Verification (EVV) tablet.

- The EVV tablet allows your agency workers to check in and out of visits. This also helps to track that you get services as outlined in your Person-Centered Support Plan.
- You can complete a Member Survey on the tablet to give us feedback about your agency or agency worker.
- Your agency worker can complete a Provider Survey, also known as Care Notes, to give us feedback about you or your care.

It's important for the agency worker to have access to the EVV tablet before and after each scheduled visit. This means that the tablet must be plugged in and charged when the agency worker arrives.

If for some reason you're not eligible for an EVV tablet, the agency worker may ask to check in or out using your landline or cell phone. If you're enrolled in Consumer Direction, your worker will have an application on their personal device to use.

 **Have questions?** Contact your Support Coordinator for more information about EVV tablets.

Seal off cavities.

Dental sealants protect against tooth decay.

Tooth decay (cavity) is one of the most common chronic diseases of childhood. By age 19, most children have 1 or more decayed teeth. A highly effective option to help prevent decay is the use of dental sealants. Sealants are a thin plastic film that is painted on the chewing surface of teeth.

How do sealants work?

Dental sealants act as a barrier to “seal off” space between the tooth and any small food or bacteria that may otherwise cause a cavity in an “unsealed tooth.” Paired with good oral health care, sealants are 100% effective against cavities that are sealed and properly maintained.

Placing sealants on teeth is a short and easy process. The chewing surfaces of teeth are cleaned to help the sealant stick to the tooth. The sealant is painted into the grooves of the chewing surface, where it bonds to the tooth. Sealants prevent tooth decay and also stop cavities from growing.



iStock.com: xavierarnau

What age should you get sealants?

Children should have sealants placed when they get their first permanent molars (around 6 years old). They should get sealants again when their second permanent molars come in (around age 12). Adults are great candidates for sealants, too. In fact, sealants have been shown to reduce decay by nearly 80% in molars.

Sealants will often last for several years before they need to be reapplied. Ask your dentist if you could benefit from sealants at your next dental visit.



Smile. 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**.

Ask Dr. Health E. Hound®.

Q: When does my child need to see the PCP?

A: It's important to have well-child visits with your child's primary care provider (PCP) on time. These visits may also be called checkups or Early and Periodic Screening, Diagnostic and Treatment (EPSDT) visits. Take your baby for well-child visits at the following ages:

- 3 to 5 days.
- 1 month.
- 2 months.
- 4 months.
- 6 months.
- 9 months.
- 12 months.
- 15 months.
- 18 months.
- 24 months.
- 30 months.
- Once a year after 30 months.

At well-child visits, your child's PCP will make sure your child is growing and developing well. Your child will get any tests and vaccines they are due for. The PCP will answer your questions about your child's health.



Beat the rush. If your child is due for a checkup, call to make an appointment today. Don't wait until the summer, when pediatrician offices are very busy. Bring any school, sports or camp forms you need filled out to the appointment.

Dr. Health E. Hound® is a registered trademark of UnitedHealth Group.





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Teen time.

Checkups are important at adolescence.

Checkups help keep kids healthy at any age. Even preteens and teenagers should see the doctor for a well visit each year. These visits make sure your child is maturing well. Your child's body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The doctor and your child can discuss risky behaviors. These include substance use and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests they need.

When the preteen years start, it's time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.

 **Get guidance.** Preventive care guidelines are available. This document says what tests and shots are needed and when. Visit myuhc.com/CommunityPlan or call toll-free **1-800-690-1606, TTY 711**, to get a copy.

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 for more of our adult members who have diabetes to get their HbA1c blood tests and retinal eye scans. We sent members information and reminders about how important it is to see their doctor regularly to help manage their diabetes. We found that overall in 2019 more members did have their HbA1c blood tests and eye exams.

Last year, another goal was to increase the number of children who received yearly checkups. We want to improve even more this year and have more children get lead screenings, vaccinations and yearly checkups. We also want to improve the percentage of members who have cervical cancer and breast cancer screenings in the coming year. We will be calling members with reminders.

We also survey our members each year. We want to see how well we are meeting their needs. Our 2019 surveys showed mostly higher scores in how members rated their doctors. In the coming year, we will continue to work on improving how members rate their doctors and their overall health care. We also want to make sure members get the care they need when they need it. We gave our doctors tip sheets on what members like so they can better serve them.



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 **Quality matters.** Want more information on our Quality Improvement program? Call Member Services toll-free at **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 Miembro 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.

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

Get support throughout your pregnancy.

Diaper Rewards Program

1-800-690-1606, TTY 711

Give us a call to find out how you can receive coupons for free diapers by going to the doctor for your postpartum visit and your baby's regular checkups.

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

1-800-342-3145

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

Care4Life

Care4Life.com

Get free text messages to help manage diabetes.

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.