



# HealthTalk

Your journey to better health



## What's inside

Turn to page 4 and learn when a tough day, might be more than just a tough day.

## Covered care

# Save money at the pharmacy

### Over-the-counter (OTC) benefits

Do you purchase over-the-counter (OTC) medications? These are items you can buy without a prescription. They include sinus and allergy meds, pain relievers such as Tylenol or Advil, vitamins, cough or heartburn medicine, first-aid cream, birth control, and products to help you quit smoking.



You may have benefits that reduce the cost of OTC medications. Call Member Services toll-free at the phone number on page 8 to learn more.



CoverKids



Health + wellness

## Artificial tanning booths

Artificial tanning is a long-term exposure to artificial sources of ultraviolet rays such as tanning beds. It increases the chance of skin cancer in both men and women. Skin cancer can be deadly.

### Who is at Risk?

Anyone who regularly exposes themselves to artificial rays in a tanning bed increases the risk of developing skin cancer.

Others at higher risk are:

- Those with fair skin
- Those with light hair, red hair or blonde hair
- Those with blue, green or grey eyes

### Can Skin Cancer be prevented?

Decrease your risk by using sunless tanning lotions and sunless sprays to get that natural looking tan. So, what's the bottom line?

- Avoid artificial tanning beds.
- Check your skin monthly for changes in the size, shape or color of a mole.
- Make an appointment with your primary care provider for a TennCare Kids checkup if you find any changes related to your skin.

It is important to get your TennCare Kids check up every year. Remember, if you are a UnitedHealthcare Community Plan member under age 21, these checkups are at no cost to you.

## Member handbook

# Membership, benefits and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting [myuhc.com/communityplan](https://myuhc.com/communityplan). Want a printed copy? Call Member Services at **1-800-690-1606**, TTY **711** to ask for the Member Handbook to be mailed to you.



## Postpartum care

# Self-care after giving birth

Your body needs to recover after giving birth. It's ok to take it slow. Here are 4 ways to take care of yourself.

- **Get as much rest as possible.** Sleep when your baby sleeps.
- **Try to eat right.** A healthy, balanced diet can help your body recover.
- **Move a bit.** Check with your health care provider first. If they say it's okay, try to walk and do postpartum exercises for even a few minutes each day.
- **Be honest.** Ask friends, family and your provider for help when you need it.

If you have high blood pressure, diabetes or are overweight, you might be at a higher risk for complications. Some can be life-threatening. Learn more about warning signs at [cdc.gov/hearher/maternal-warning-signs](https://cdc.gov/hearher/maternal-warning-signs).



If you need help making an appointment for your postpartum check-up (7-84 days after delivery) please call Member Services at the phone number on page 8.





Health + wellness

## Mental health and kids

### Beyond tough days:

Every kid has days when they don't feel great and don't behave the way their parents or caregivers would like. If those tough moments seem to be happening more often, it could be a sign of a mental health condition. While a diagnosis requires a trip to the doctor, here are some things to look for.

**Stress** — When faced with a lot of stress, preschool-age children may become clingier. They may also complain of stomachaches or headaches, and some kids will even start having bathroom accidents. Elementary-age children may cry easily, become irritable or angry, or have behavior outbursts.

**Anxiety** — If your child is very afraid of being away from parents or very worried about the future, social situations or a specific thing, talk to their doctor. Signs of extreme worry can include tearfulness, tiredness, stomachaches, irritability and anger.

**Depression** — All kids feel sad sometimes. But if they feel sad, hopeless or irritable often, it could be a sign of depression. Pay attention to whether your child is having trouble paying attention; experiencing changes in eating, sleeping or energy; or no longer enjoying fun things.



If you need help connecting with resources, call Member Services at the phone number on page 8. Call or text 988 if you need crisis support.

**Medication adherence**

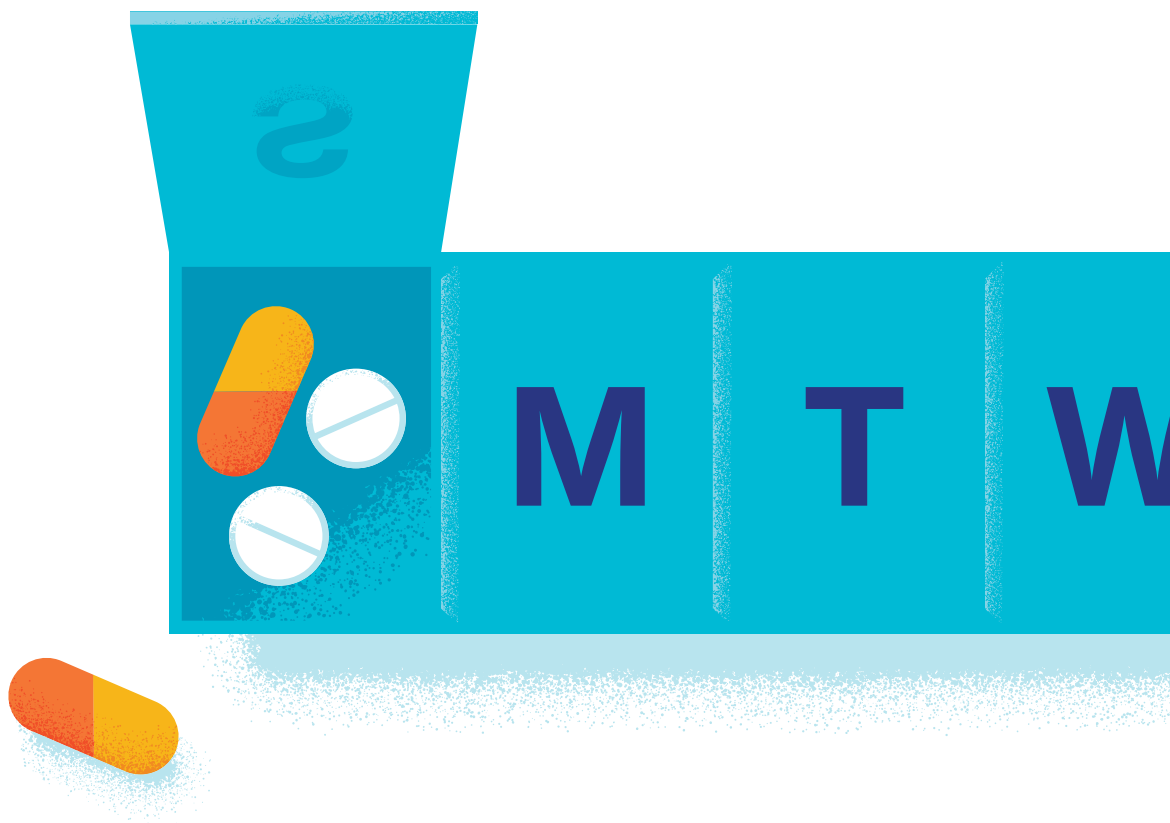
# Dealing with side effects of ADHD medication

Most children taking medication for ADHD will have at least a few side effects. Sometimes, side effects go away after the first few weeks on the medicine. If your child still has side effects after trying to take care of them, talk to your doctor. Your doctor might change the amount or try a different medicine.

Many people do better on long-acting or extended-release ADHD medication. These medicines build up in the bloodstream over time. They wear off slowly. This helps with the ups and downs that come from changing medicine levels in your blood. This decreases the rebound effect. This is when symptoms return, often worse than before, as the drug wears off.

If you want more help for your child on ADHD medicine, here are some tips:

- Have at least one visit with your child's doctor in the first 30 days of starting the new medicine.
- Visit your child's doctor regularly. Visit at least two times in the nine months after their first visit.





## Everyday life

# Turn \$125 into \$625 with TIPS!

## Open a college savings account

Boost your child's future now by taking advantage of a 4-to-1 match offered by the Tennessee Investments Preparing Scholars (TIPS) Program!

TIPS is a matching grant program designed to put college savings within reach for more Tennesseans. The state will provide a 4-to-1 matching contribution to the beneficiary's TNStars account. A qualifying family must open a TNStars College Savings account, starting with as little as \$25, and enrolls a beneficiary 14 years of age and under in the TIPS program. That's \$100 for every \$25 contributed by the account holder, up to \$500 per year per child, with a lifetime maximum match of \$1,500 per child.

Small amounts add up. A child with school savings prior to reaching college age is over three times more likely to enroll in college and four times more likely to graduate from college than a child with no savings account.

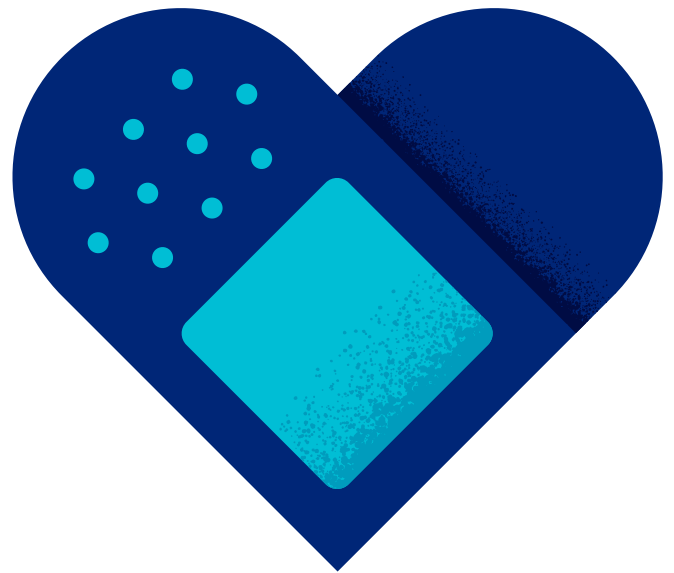
To see if you or someone you know is eligible for TIPS, visit [Treasury.TN.gov/TIPS](https://Treasury.TN.gov/TIPS). Get started today, invest for your child's future, and share this article with other families who may benefit from this program.

**Disease management**

# Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It's important for their health, and their school may require it. At this visit the doctor will give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their baby immunizations, school-age kids need more, such as:

- **COVID-19 and flu** – recommended each year
- **Tdap** – age 11-12
- **HPV** – age 11-12
- **Meningococcal** – age 11-12 and age 16



# We're here to help

## UnitedHealthcare resources

**Member Services: 1-866-600-4985, TTY 711**  
Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

**NurseLine: 1-866-600-4985, TTY 711**  
NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

**Healthy First Steps®: 1-800-599-5985, TTY 711**  
Get support throughout your pregnancy (toll-free).

**Self Care by AbleTo: [ableto.com/begin](https://ableto.com/begin)**  
Ease stress and boost your mood with this Self Care app that gives you emotional health tools like meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

**Community Connector:**  
**[uhc.care/HTCommConnector](https://uhc.care/HTCommConnector)**  
UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

**Expressable: [expressable.com/united](https://expressable.com/united)**  
Partner with a licensed and experienced speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster.

## Community Resources

**Tennessee Statewide 24/7 Crisis Line:**  
**1-855-CRISIS-1 (1-855-274-7471)**  
Get immediate help for behavioral health emergencies.

## TennCare Resources

**DentaQuest: 1-855-418-1622**  
**[dentaquest.com](https://dentaquest.com)**

**Civil Rights Compliance:**  
**<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**  
Report potential discrimination.

**TennCare: 1-800-342-3145,**  
**TTY 1-877-779-3103**  
Learn more about TennCare.

**TennCare Advocacy Program:**  
**1-800-758-1638, TTY 1-877-779-3103**  
Free advocacy for TennCare members to help you understand your plan and get treatment.

**TennCare Connect: 1-855-259-0701**  
Get help with TennCare or report changes.

**Reporting Fraud and Abuse:**  
To report fraud or abuse to the Office of Inspector General (OIG), call toll-free **1-800-433-3982**. Or visit **[tn.gov/tenncare](https://tn.gov/tenncare)** and click on "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.



# 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 1-866-600-4985 (TTY:711).

## Kurdish: کوردی

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڤایی، بو تو بهردهسته. پهیهندی به بکه 1-866-600-4985 (TTY:711)..

## Arabic: ربيّةلعا

وظةملىد: اذا متتكل ؤللغا ربيّةلعا اتمدخدة عالمسا وبيّةلغا رةقومتلكل انجام. اتصل مقبر: 1-866-600-4985 مقبر فتاه صملا و ملبكا (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 1-866-600-4985 (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 1-866-600-4985 (TTY:711).

## Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-600-4985 (TTY:711) 번으로 전화해 주십시오.

## French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-600-4985 (TTY:711).

## Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-866-600-4985 (መስማት ለተሳናቸው: TTY:711)።

## Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-600-4985 (TTY:711).

**Laotian: ພາສາລາວ**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-600-4985 (TTY:711).

**German: Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-600-4985 (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 1-866-600-4985 (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 कॉल करें।

**Serbo-Croatian: Srpsko-hrvatski**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-600-4985 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Russian: Русский**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-600-4985 (телетайп: ТТУ:711).

**Nepali: नेपाली**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-600-4985 (टिटिवाइ: TTY:711).

**Persian: فارسی**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-600-4985 تماس بگیرید. (TTY:711)

- **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 1-866-600-4985. 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, birthplace, language, age, disability, religion, or sex.

Do you think we did not help you or you were treated differently because of your race, color, birthplace, 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:

**TennCare, Office of Civil Rights Compliance**

310 Great Circle Road, 3W  
Nashville, TN 37243

Email: [HCFA.Fairtreatment@tn.gov](mailto:HCFA.Fairtreatment@tn.gov)

Phone: 1-855-857-1673 (TRS 711)

You can get a complaint form online at:

<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>

**Civil Rights Coordinator, UnitedHealthcare Civil Rights Grievance**

P.O. Box 30608  
Salt Lake City, UT 84130

Email: [UHC\\_Civil\\_Rights@uhc.com](mailto:UHC_Civil_Rights@uhc.com)

Phone: 1-866-600-4985

**U.S. Department of Health & Human Services, Office for Civil Rights**

200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201

Phone: 1-800-368-1019 (TDD 1-800-537-7697)

Online: <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>