



HealthTALK

FOURTH QUARTER 2018



Plan to quit.

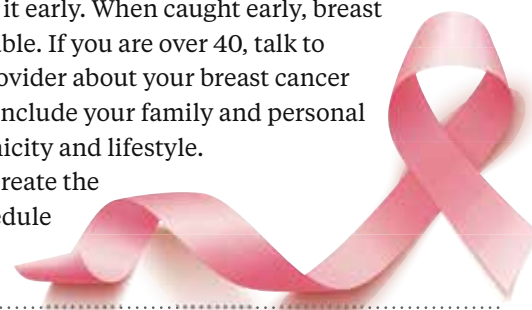
Every November, the Great American Smokeout asks everyone to quit smoking. You can quit for just that one day. Or it could be the first day of a permanent, healthy change.

There is no way to safely use tobacco. Make a plan to quit on November 15. Ask your provider for help quitting. Or call **1-866-784-8454** or visit **quitnow.net** to learn more.

Mammograms save lives.

Today, there are more than 3 million breast cancer survivors in the U.S. This is because more women are getting mammograms. A mammogram is an x-ray of the breast. It is used to find breast cancer early, before you notice a lump.

Getting a mammogram on schedule can help you beat cancer if your doctor finds it early. When caught early, breast cancer is often curable. If you are over 40, talk to your health care provider about your breast cancer risk factors. These include your family and personal health history, ethnicity and lifestyle. Together, you can create the best screening schedule for you.



Are you at risk? Talk to your doctor about your risk factors for breast cancer. For help scheduling an appointment or finding a provider, call Customer Services toll-free at **1-800-690-1606**, TTY 711.

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

CSTN18MC4254162_001

AMC-048-TN-CAID



Behavioral health.


Not all illnesses are physical. Getting the mental health care you need is important.

If you or your children are struggling with mental health, ask your primary care provider (PCP) about seeing a behavioral health specialist. A behavioral health specialist can treat mental disorders such as:

- Anxiety disorders.
- Depression.
- Attention deficit hyperactivity disorder (ADHD).
- Seasonal affective disorder (SAD).
- Substance use disorder.

To make an appointment, call the behavioral health provider's office directly. When you call to make an appointment, be sure to tell the office why you need to see the provider. This will help make sure you get the care you need, when you need it.

If you or someone you know is thinking about suicide, seek help right away. Call **911** if someone is in immediate danger. Or go to the closest emergency room. Prior authorization is not required for emergency services.

 **Get help.** To learn more about your behavioral health benefits, call Customer Services toll-free at **1-800-690-1606, TTY 711.**



Be flu free.


Get a flu shot this season.

The flu virus is very common. An annual flu shot is the best protection. You and your children aged 6 months and older should get one each year. You need a flu shot each year because there are different kinds of flu every year.

If you get the flu, it could cause serious complications. You may need to be hospitalized. It can even cause death. People who have ongoing medical problems are more likely to get the flu.

Follow these tips to help prevent the flu:

- Wash your hands often with soap and water. Or, use an alcohol-based hand sanitizer.
- Don't touch your eyes, nose or mouth unless you have just washed your hands.
- Eat well, exercise, drink lots of water and get enough sleep.
- Try to avoid close contact with people who are sick.
- Cover your nose and mouth when you cough or sneeze.

 **Your best shot.** There is no cost to you for flu shots. The best place to get one is at your primary care provider's (PCP's) office. You can also get one at any clinic or store that accepts your plan. Call Customer Services toll-free at **1-800-690-1606, TTY 711**, for more information. Visit myuhc.com/CommunityPlan or use the UnitedHealthcare **Health4Me**® app to find a location near you.

Members only.

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. Register today and start getting more from your benefits. It's quick and easy:

1. Go to myuhc.com/CommunityPlan.
2. Click on "Register Now." You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.



Need a ride to get health care?

As our member, you can get non-emergency transportation to and from your health care visits. This includes visits to your doctor, pharmacy and other TennCare covered services. Here's what you should know when scheduling your ride:

1. You must schedule each trip that you need to take. If you will be going to an appointment many times, you may be able to request a subscription.
2. Schedule a ride at least 72 hours before your appointment, unless your doctor identifies your trip as urgent.
3. You can only use these rides to take you to and from your covered health care appointments.
4. You must provide correct information when you book your trip.
5. If your appointment changes, call to let us know what has changed.
6. When the driver arrives to pick you up, you must be at the pick-up location you provided. Drivers are only able to wait for 5 minutes.
7. If the time for your return trip home was not already scheduled, call to tell us that you are ready to be picked up for your trip home.

To schedule your next ride, call **1-866-405-0238**.

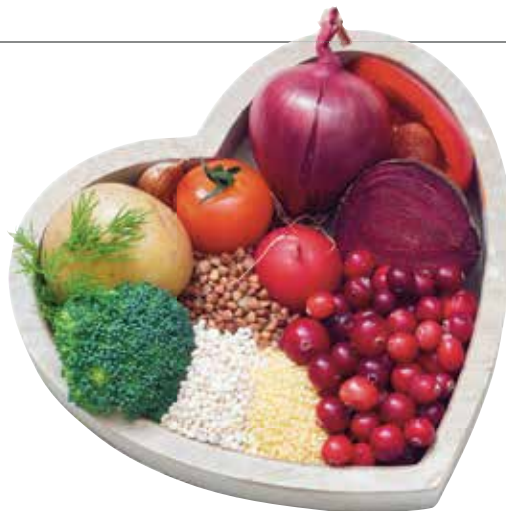
Heart smart.

Know your cholesterol numbers.

Cholesterol is a fatty substance in your blood. HDL is called "good" cholesterol. LDL is the bad kind. Keeping your cholesterol levels healthy is a great way to keep your heart healthy. High cholesterol raises your risk for heart disease and stroke.

Ask your doctor about the right levels for you. Ideal numbers are based on your gender and heart disease risk factors. People with diabetes need to pay close attention to their LDL levels.

You can control your cholesterol. A healthy diet and exercise can keep it low. Medication can help lower it if it is too high.



People with high cholesterol have about **twice the risk of heart disease as people with lower levels.**



Get tested. The American Heart Association recommends all adults age 20 or older have their cholesterol checked every 4 to 6 years. People with diabetes or other risk factors should get tested each year.

KidsHealth.

Get healthy facts at your fingertips.

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

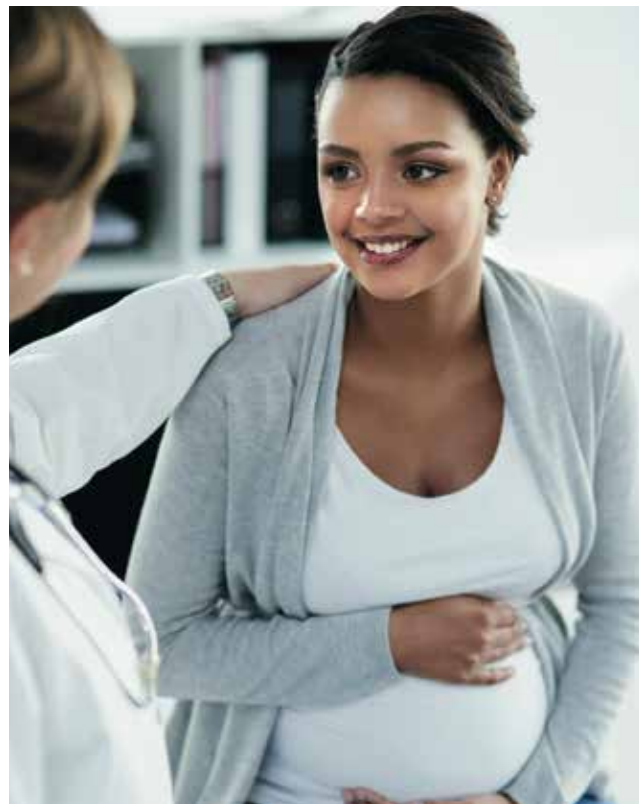
- Parents: Find answers you can trust. Get provider-approved advice without the medical mumbo jumbo.
- Kids: Find fun health quizzes, games and videos. Learn how your body works, what's happening when you're sick, and how to get or stay healthy.
- Teens: Find straight talk and personal stories. Get answers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

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

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



Come visit. For healthy facts at your fingertips, visit [UHCommunityPlan.com/TNkids](https://www.uhcommunityplan.com/TNkids) today.



Keep your baby safe.

Are you pregnant or planning on becoming pregnant? If so, you should know that medications can affect your baby. Pregnant women should not stop or start taking any type of medicine abruptly. Always talk to your doctor first. In some cases, stopping medications during pregnancy may be more harmful than taking it. It is important to balance the benefits of taking any medication with the possible dangers.

Medications like narcotics (opioids) can be unsafe to use during pregnancy. They are used to treat moderate to severe pain. Common types of narcotics include codeine, morphine, oxycodone and hydrocodone. These medicines can harm your baby. Women who take these medications should be aware of the possible risks during pregnancy.

Some risks include:

- Your baby could have withdrawal symptoms like seizures, vomiting, diarrhea or poor feeding.
- Poor brain or spine development.
- Heart defects.
- Stillborn birth.
- Born early, before 37 weeks.

It's very important to talk to your doctor about which medications are the safest to take during pregnancy.

Eating behaviors.

Keep a healthy weight with breakfast and proper meals.

For growing teens, is eating breakfast really necessary? Absolutely! A good breakfast gives you energy and gets you ready for the day. Any breakfast is better than no breakfast, but eating foods that are healthy will help fill you up. It's easy to grab unhealthy food items like donuts. But donuts are high in sugar and calories and you'll feel hungry soon after eating them.

It may seem like skipping a meal would help you lose weight, but it turns out the opposite is true. Eating breakfast actually helps with weight loss. If you're rushed for time, here are a few quick breakfast ideas to help you eat healthy on the go:

- Low-sugar cereal.
- Yogurt.
- Fresh fruit.
- Whole-grain muffin.
- Trail mix of nuts, dried fruits, pretzels, crackers and dry cereal.

For the most part, teens who eat breakfast will have more energy, be more successful in school and will eat healthier foods the rest of the day. Without breakfast, you can get irritable, restless and tired. So make time for breakfast!



One size does not fit all.

Making a plan for ADHD treatment.

Does your child have attention deficit/hyperactivity disorder (ADHD)? It is important to make and keep appointments with his or her doctor. A “one-size-fits-all” plan does not work for children with ADHD. What works for one child may not work for another. The child, the family and the doctor should talk and make a plan for treatment. The doctor might prescribe medicine. A child who takes medicine must be seen by the doctor to make sure he or she is getting the right medicine and the right dose. This will happen in a “follow-up” visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months. Follow-up visits help doctors see if the medicine is helping.

Crisis planning.

Caring for a child with sickle cell disease.

When does sickle cell disease first show up?

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 find out about sickle cell disease as early as possible. Doctors use a simple blood test to detect it. The blood test is given to newborn babies in all 50 states.

Tips for keeping kids with sickle cell disease healthy:

- 1. Build healthy habits.** Eating healthy foods, drinking lots of water, getting plenty of sleep and more exercise are ways to build healthy habits for your child.
- 2. Prevent infections.** Wash hands frequently and make sure the 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 your doctor.
- 3. 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.
- 4. 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.



Time to see your provider?

As our member, we want you to get the right services at the right time, in the right place. When you call to make an appointment, it's important to tell the office why you need to be seen. This will help them know how soon they need to make the appointment. You should be able to get appointments in the following timeframes:

- **Emergency:** Immediately at the nearest facility or the same day.
- **Urgent PCP visit:** Within 48 hours.
- **Routine PCP visit:** Within 3 weeks.
- **Specialist visit:** Within 30 days for routine care and 48 hours for urgent.



Don't forget.



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. So schedule your appointment today!

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

Getting the right care.

Where to go for the care you need.

Choosing the right place to go when you are sick or hurt can help you be seen faster. It is important to choose a primary care provider (PCP). Make an appointment to see your PCP before you have an urgent need. If you have already been seen by a PCP, it may be easier to get an appointment for a routine visit or minor sickness when you need it.

When can your PCP treat you?


For most illnesses and injuries, your PCP's office should be the first place you call when you need care. You might get an appointment for later that day. You may be given advice for self-care. Your PCP could call in a prescription to your pharmacy. You can even call at night or on weekends.

When should you go to urgent care?

If you cannot get in to see your PCP, you can go to an urgent care center. Urgent care centers take walk-in patients. They treat many kinds of illnesses and injuries. They can perform some kinds of diagnostic tests. Many urgent care centers are open at night and on weekends.

When should you go to a hospital emergency room?

Emergency rooms are for major medical emergencies only. Go there only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor problem, you may need to wait a long time.

 **Need help?** Call Customer Services toll-free at **1-800-690-1606, TTY 711**. Need to find a provider? Visit our member website at myuhc.com/CommunityPlan or use the **Health4Me** app.




TennCare kids screening reminder.

All children, birth through 20 years, need regular checkups. In addition to caring for children when they are sick, primary care providers (PCP) also want to see kids and teens for regular well visits (TennCare Kids exams). These visits focus on keeping them healthy.

At these visits, the PCP will check growth and development. They will also perform a physical exam and any necessary screening tests, and check vaccine records to make sure everything is up-to-date. Even children still need vaccines! The PCP will be there to help guide your child as they start making their own decisions about their health.

Your child may have questions about things they've heard or may be feeling. Their PCP is the expert who can answer any questions or concerns they might have. Teens need independence and privacy. They may have an easier time sharing information with their PCP in private. In doing so, you know they will get correct information while building a strong relationship with their PCP.

 **Kids need checkups.** If you have any questions, please discuss them with the PCP. Call your PCP's office today or call **1-800-690-1606, TTY 711**, and make an appointment for a TennCare Kids screening!



Screen savers.

Set rules about using technology.

Experts say kids spend too much time using technology and not enough time getting exercise. How much time do kids 8–18 spend each day in front of a screen for entertainment? A national study says an average of 7.5 hours. That's 114 days each year watching a screen.

Kids should spend more time being physically active. They should spend less time watching TV, playing video games or online. The Centers for Disease Control and Prevention (CDC) suggest kids get at least 1 hour of physical activity each day.

How can you help your child?

- Limit total screen time to 1–2 hours per day.
- Remove TV sets and other electronics from your child's bedroom.
- Encourage other types of fun that include both physical and social activities, like joining a sports team or a club.
- Make sure kids have one hour of physical activity each day.

How can you know just how much time your child is spending using technology? And how can you limit that screen time? The good news is there are many ways you can limit the amount of time your child uses technology — no matter how young or old they are.

- **Set rules.** Limit what they can use, what they look at and for how long. This is called content restriction. You can set rules for television and the internet by using parental block options.
- **Keep tablets, computers, TVs and other electronic devices out of your child's room.** This makes it easier to keep track of their screen time.
- **Be a good role model.** Limit your own time in front of a computer or TV screen, or on your smartphone. Enjoy physical activities and get out of doors.

Create a Family Media Plan

When technology is used the right way — and with limits — it can be a positive part of daily life. But when it's not used the right way, it can replace important things like family time, fitness activities and enough sleep.

What is a Family Media Plan? This is a plan you create that sets rules and goals in line with your family values. The American Academy of Pediatrics (AAP) has a website to help you. Go to www.healthychildren.org. This website has tools to help you figure out the amount of time your family spends on technology. Then it will help you create your plan. And this web site, www.kidcentraltn.com, has information about different activities your family can do to avoid too much screen time.

Who to call.



Numbers to know.

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

UnitedHealthcare Resources

Customer Services

1-800-690-1606

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

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

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

Our Websites

myuhc.com/CommunityPlan

UHCCommunityPlan.com

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

UHCRiverValley.com/just4teens

Get health information just for teens.

Our Member App

Health4Me®

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

NurseLine

1-800-690-1606, TTY 711

Optum® 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 Customer 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.

Tennessee Health Connection

1-855-259-0701

Get help with TennCare or report changes.

Community Resources

Care4Life

Care4Life.com

Get free text messages to help manage diabetes.

KidsHealth®

UHC.com/TNkids

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

Text4Baby

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

Tennessee Suicide

Prevention Network

1-800-273-TALK

(1-800-273-8255)

TSPN.org

Talk to a suicide prevention counselor.

Tennessee Statewide 24/7

Crisis Line

1-855-CRISIS-1

(1-855-274-7471)

Get immediate help for behavioral health emergencies.

Tennessee Tobacco Quitline

1-800-QUITNOW

(1-800-784-8669)

TNQuitline.org

or **1-877-44U-QUIT**

(1-877-448-7848)

Get free help quitting tobacco in English or Spanish. Special help is available for pregnant women.

Tennessee Department

of Human Services

1-615-743-2000

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 تو 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, 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 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.