



Health Talk

Your journey to better health

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Winter 2024

United
Healthcare
Community Plan

What's inside

Do you know what to do if your child has a cracked or broken tooth? Learn how to get emergency dental care on Page 5.



Preventive care

Healthy start

See your provider for an annual wellness visit

Get off to a healthy start this year by scheduling an appointment with your primary care provider. All members of your family should see their provider once a year for an annual wellness visit.

This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need. This winter, be sure to ask your provider about getting the COVID-19 vaccine and flu shot.



Need a new provider? We can help you find one. Call Member Services toll-free at the phone number on Page 6.



Your information

Let us know

How to tell us about important changes

Telling TennCare about a new phone number, address or other changes is easy. There are several ways to report a change. You only have to pick one:

- 1. Call TennCare Connect toll-free at 1-833-984-4503.**
- 2. Use your TennCare Connect online account at tenncareconnect.tn.gov.** If you haven't created an account yet, go to tenncareconnect.tn.gov. Click on the "Get Started" button. After you create an account and have logged in, select "Link My Case" from the menu option at the top. You'll need to enter your Social Security Number (SSN) to link your case to your TennCare Connect account.
- 3. Use the TennCare mobile app.** Haven't downloaded it yet? Go to the App Store® or Google Play™ and look for TennCare Connect. After installing the app, create an account by clicking the "Get Started" button. You'll need to enter your SSN to link your case to your TennCare Connect account.

After you give birth, you'll need to report this change and enroll your baby. Contact TennCare at **1-855-259-0701** when you have your baby so they can get coverage.

Health plan goals

Our Quality Management program

UnitedHealthcare® Community Plan wants you to get the best care and service. That's why we have a Quality Management (QM) program. Our QM program helps us learn what we can do better. Then we use it to improve. Our QM program has several member health programs. These programs:

- Help people with health conditions like asthma, diabetes, heart disease, depression, bipolar disorder and schizophrenia
- Help pregnant women have healthy babies
- Help people stay healthy with shots, screenings and tests
- Improve patient safety
- Make sure members are happy with the plan
- Make sure doctors and other health care professionals meet our standards

We use national standards to see how well our QM program works. The National Committee for Quality Assurance (NCQA) writes the standards. NCQA is an independent agency. It compares the quality programs of health plans. We measure our progress meeting our goals using NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers & Systems (CAHPS®). HEDIS® and CAHPS® results are given in a national report card. On Page 3 you will find our 2022 TennCare HEDIS® and CAHPS® highlights. The chart compares our results to national averages.

Continued on next page ►

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS® 2021 National 50th percentile**
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2022 Adult CAHPS® Highlights

Rating of health plan*	66.45%	61.25%	64.79%	62.02%
Rating of personal doctor*	63.87%	73.64%	68.07%	68.48%
Rating of all health care*	53.92%	57.66%	50.48%	56.73%
Rating of specialist*	N/A	N/A	N/A	67.46%
How well doctors# communicate	N/A	95.45%	95.54%	92.92%

2022 Child+ CAHPS® Highlights — General Population

Rating of health plan*	78.13%	76.72%	72.63%	72.31%
Rating of personal doctor*	77.06%	77.45%	69.34%	94.58%
Rating of all health care*	69.47%	78.44%	63.73%	70.20%
Rating of specialist*	N/A	N/A	N/A	72.18%
How well doctors# communicate	91.53%	94.80%	N/A	94.58%

2022 HEDIS® Measures

Women's health

Breast cancer screening	49.40%	50.48%	51.56%	50.95%
Timeliness of prenatal care	78.83%	85.16%	71.78%	85.40%
Postpartum care	76.40%	80.29%	68.86%	77.37%

Diabetes care

Hemoglobin A1c control <8%	63.02%	66.42%	59.85%	50.12%
Retinal eye exam performed	57.18%	54.01%	56.69%	51.09%
Diabetic blood pressure control <140/90	71.53%	74.70%	67.88%	60.83%

EPSDT well care

6 or more well care visits in the first 15 months of life	66.22%	67.67%	44.77%	55.64%
2 or more well care visits between 15 and 30 months of life	73.55%	70.39%	55.35%	65.89%
Child and adolescent well care visits ages 3-21	53.26%	51.44%	47.87%	48.94%
Completed childhood immunizations recommended by 2 years of age	35.04%	34.55%	21.17%	34.79%
Completed recommended adolescent immunizations by 13 years of age	31.87%	30.90%	33.58%	35.04%

Behavioral health

Antidepressant medication management — effective continuation phase treatment	49.78%	53.51%	44.11%	42.96%
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*Population-eligible members were 17 years of age and younger as of 12/31/2022.

*Percentage reflects members who rated their plan/provider 9 or 10 on a scale of 0-10, 10 being best. N/A assigned when number of respondents totaled less than 100.

#Percentage reflects respondents indicating 'always' or 'usually.'

**National average is based on the HEDIS® Measurement Year 2021 NCQA 50th percentile. HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).



Learn more. If you would like to know more about our quality health programs, visit uhcommunityplan.com. A paper copy of our QM program description is available upon request. Please call Member Services toll-free at the phone number on Page 6 for a copy.

How much screen time is too much?

Screen time limits depend on your child’s age and how the technology is being used. Screens include smartphones, computers, tablets and TVs.

The American Academy of Pediatrics (AAP) says children under 2 should have no screen time except for video chatting with relatives. Instead of screens, you can keep toddlers busy with simple puzzles, picture books, and arts and crafts.

For children over the age of 2, the AAP recommends no more than 2 hours of screen time per day. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms. For example, no using phones at mealtime or no screens in the bedroom.
- Use apps and built-in options that let you limit the use of the device.
- Charge phones and other devices outside of the bedroom.
- Suggest fun activities to do instead, such as reading books, playing games or doing art projects.



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Victim protection

Safe at Home

The Safe at Home Address Confidentiality Program can help keep your home address from becoming public information. The Office of the Tennessee Secretary of State runs this program. It is open to all victims of domestic abuse, stalking, human trafficking, rape, sexual battery or any other sexual offense. It is available at no cost if you meet eligibility and application requirements.

Once you have been approved, you are given a “substitute” address that can be used for you and your children as your official mailing address for all state and local government purposes. This includes public school and public benefits enrollment. There are only a few cases when your substitute address cannot be used.



Learn more. For more information, please visit sos.tn.gov/safeathome/guides/safe-at-home-useful-links-and-information.

Oral health

Does your child need emergency dental care?

Regular dental checkups are important to your child's oral health. Sometimes, dental emergencies happen. A dental emergency may be any time your child has severe pain or has damage to their teeth or mouth. Your child has the same benefits and coverage for emergency dental services as they have for routine services.



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What are things you can do if your child has a dental emergency?

Cracked or broken tooth

- Use warm water to rinse out your child's mouth. Use a cold cloth if there is swelling.
- Call your child's dentist for an appointment to get care.

Knocked out tooth

- Hold the tooth by the crown, or top part of the tooth. Do not touch the root.
- If possible, try to place the tooth back in the socket. Or place the tooth between the cheek and gum or in a container of milk.
- Use a cold, wet cloth if there is bleeding or swelling.
- Call your child's dentist for an emergency appointment. If the office is not open, call your child's medical health plan or DentaQuest for help to find emergency care.

A tooth with an abscess (an infection in the inner part of the tooth)

- Call your child's dentist immediately, especially if your child has swelling and a fever.

You can call your child's dentist, medical health plan or DentaQuest for help to find emergency care. You do not have to contact your child's dentist, medical health plan or DentaQuest for approval for emergency dental services.

Member handbook

Membership, benefit and plan details

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



Member resources

Here for you

UnitedHealthcare Resources

Member Services

1-800-690-1606, TTY 711

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

Our Website

myuhc.com/communityplan

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Get a discrimination complaint form.

NurseLine

1-800-690-1606, TTY 711

NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

Transportation

As our member, you can get nonemergency transportation to and from your health care visits. This includes visits to your doctor, pharmacy and other services covered by TennCare. To schedule your next ride, call **1-866-405-0238**.

Healthy First Steps®

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy.

TennCare Resources

DentaQuest

1-855-418-1622

dentaquest.com

DentaQuest provides dental care for members.

Civil Rights Compliance

tn.gov/tenncare/members-applicants/civil-rights-compliance.html

Report potential discrimination.

TennCare

1-800-342-3145,

TTY 1-877-779-3103

Learn more about TennCare.

TennCare Advocacy Program

1-800-758-1638,

TTY 1-877-779-3103

Free advocacy for TennCare members 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** and click on "Report Provider Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.



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Community Resources

Tennessee Suicide Prevention Network

**1-800-273-TALK
(1-800-273-8255)**

tspn.org

Talk to a suicide prevention counselor.

Tennessee Statewide 24/7 Crisis Line

**1-855-CRISIS-1
(1-855-274-7471)**

Get immediate help for behavioral health emergencies.

Tennessee Tobacco QuitLine

**1-800-QUIT-NOW
(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.

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: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ تو بهردهسته. پهیوهندی به بکه.. 1-800-690-1606 (TTY:711).

Arabic: ربيّةعلا

وظةحلم: اذا ملكتتةعلا اتمدخدةعاسملا ويةغلا رةفوتم لك انجام. اتصل مقبر: 1-800-690-1606 مقرفتاه صملا و مكبلا (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 1-800-690-1606 (መስማት ለተሳናቸው: TTY:711)።

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-690-1606 (TTY:711).

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. 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 कॉल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (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 1-800-690-1606 (телетайп: TTY:711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-690-1606 (टिडिवाइ: TTY:711).

Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 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 1-800-690-1606. 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, 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**

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**

Phone: 1-800-690-1606

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>**