



Health Talk



Karin Dreyer via Getty Images

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CoverKids

Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) for mental health resources.

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Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 1. Think about what you want to get out of the visit before you go.** 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.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

You're not alone

Did you know that more than 17 million American adults have depression? And women are about twice as likely to have depression as men. To learn more about the different treatment options for depression, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

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Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.

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The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them.

Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the

phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

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 programs to help manage your health. They may 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 provider and other outside agencies)

These programs are voluntary. They are offered as covered benefits. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network providers and 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 the phone number on the back of your member ID card.

Know your drug benefits

Visit myuhc.com/CommunityPlan to learn about your prescription drug benefits. There is information about:

- **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.
- **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.
- **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.
- **Any costs to you.** You may have copayments for prescriptions.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.



Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). 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 when you go home.

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



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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

Teens have different health care needs than children. It may be time for your teen to switch to a provider who treats adults. Your daughter may also need a woman's health provider such as an OB/GYN.

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 (information available by phone only)



Choose your provider. To find a new provider, visit myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.

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. To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



You can do it. Don't give up on quitting smoking. Make an appointment to talk to your provider today.



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Pleasing picky eaters

You've probably heard that eating lots of fruits and vegetables is key to a healthy diet. But some kids don't like the taste of vegetables and refuse to eat them. So, how can you make sure your child is getting all of the vitamins and nutrients they need?

To please picky eaters, try adding cooked broccoli, carrots, spinach or peas to kid-friendly mac and cheese. Cut the vegetables into small pieces so they are less noticeable. The cheese sauce will help hide the taste of the vegetables.

Health equity

How we use and protect cultural data

We receive cultural data about you. This data may include your race, ethnicity and the language you speak.

We do not use this data to deny coverage or limit benefits. We use this information to improve the services we provide. Having access to this data allows us to:

- Help you in other languages
- Find gaps in care
- Create programs that meet your needs

UnitedHealthcare protects your cultural data. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe. To find out more about how we protect your cultural data, visit uhc.com/about-us/rel-collection-and-use.



Learn more. Want more information on our health equity programs? Visit unitedhealthgroup.com/who-we-are/health-equity.html.



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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the 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.

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 alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose or 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 surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash



Stay informed. For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit UHCCommunityPlan.com/covid-19.

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 the phone number on the back of your member ID card.

Ofrecemos servicios gratuitos para ayudarlo a comunicarse con nosotros. Podemos enviarle información en otros idiomas aparte de español o en letra grande. Usted puede pedir un intérprete. Para pedir ayuda, llame gratis a Servicios al Miembro al número de teléfono indicado al dorso de su tarjeta de identificación de miembro.



Resource corner

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
UHHealthyFirstSteps.com
Get support throughout your pregnancy (toll-free).

TennCare Resources

DentaQuest

1-855-418-1622
DentaQuest.com
DentaQuest provides dental care for members under age 21.

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.

Tennessee Statewide 24/7 Crisis Line **1-855-CRISIS-1** **(1-855-274-7471)**

Get immediate help for behavioral health emergencies.

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 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: كوردی

گاداری: ئەگەر بە زمانی کوردی قسه دهکەیت، خزمەتگوزاریهکانی یارمەتی زمان، بهخۆرای بی تو بهردهسته. پهیوهندی بکه به 1-866-600-4985 (TTY 711).

Arabic: العربية

ملحوظة: إذا كنت تتحدث اذکر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-600-4985 الهاتف النصي 711.

Chinese

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: 711번으로 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

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ። 1-866-600-4985, TTY: (711)።

Gujarati: ગુજરાતી

ધ્યાન આપશો: જો તમે અંગ્રેજી ના બોલતા છો તો, ભાષા સહાયતા સેવાઓ, મફતમાં, તમને ઉપલબ્ધ રહે છે. કૉલ કરો 1-866-600-4985 નંબર પર, TTY: 711.

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ 1-866-600-4985, TTY: 711

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfedienstleistungen 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। 1-866-600-4985, 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: 711.

Russian:	Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-600-4985, ТТУ: 711
Nepali:	नेपाली ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोलुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छैन। 1-866-600-4985 (TTY 711) मा फोन गर्नुहोस्।
Persian:	توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. 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, 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/complaint_form.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 1-866-600-4985 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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