



Health Talk



Summer 2021

United
Healthcare®
Community Plan

Did you know?

Due to the COVID-19 pandemic, the Olympic Games were postponed for the first time ever. The 2020 Summer Olympic Games were played in Tokyo this year in late July and early August.



istock.com/Paul Bradbury

The COVID-19 vaccine

You may be wondering if it is safe to get the COVID-19 vaccine. The U.S. vaccine safety system puts all vaccines through a strict process to make sure they are safe. They are proven to be safe and effective for most people ages 12 and older. Most COVID-19 vaccines require 2 doses.

Get vaccinated when you are eligible. If you have questions about when you are eligible, contact your state health department. It is important for everyone who is eligible to get it. This will help reduce the spread of COVID-19.



It's your best shot. Visit UHCCommunityPlan.com/covid-19/vaccine for the latest information about the COVID-19 vaccine.



Teens and substance use

Substance use is common among teens. According to the Centers for Disease Control and Prevention, about $\frac{2}{3}$ of 12th grade students have tried alcohol, and more than half of high schoolers have tried marijuana.

Using substances as a teenager has been shown to affect brain development. It is also linked to risky behaviors, such as unprotected sex and dangerous driving. And it can cause problems for the teenager later in life. It increases the chance of heart disease, high blood pressure and sleep disorders.

Having a discussion with your teenager about using substances may be difficult, but it can help. Show interest in their hobbies and plan to spend quality time with your teen. This can help you bring up the subject in a natural way. Try not to use harsh or judgmental words during the discussion.



Get guidance. For more information about substance and alcohol use, visit [LiveandWorkWell.com](https://www.liveandworkwell.com).

Taking medicine during pregnancy

Talk to your doctor about which medicines are safest

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 medication use during pregnancy may be more harmful than taking it. It is important to balance the possible dangers and benefits of any medication.

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:

- Withdrawal symptoms, which may cause your baby to have seizures, vomiting, diarrhea and poor feeding
- Poor brain or spine development
- Heart defects
- Stillborn birth
- Born early (before 37 weeks)



Prevention is the best medicine

Regular appointments and screenings can help you take charge of your health

Preventive care is important. It helps keep you and your family healthy. Preventive care includes routine well exams, screenings and vaccines to keep you and your family from getting sick or developing other health problems.

All members of your family over the age of 3 should see their primary care provider once a year for an annual well visit. Children younger than 3 need to see their providers more often to get their recommended vaccines and screenings.

At your annual well visit, ask your provider about screenings and vaccines. Screenings can help catch common illnesses and conditions early, when they are easier to take care of. Vaccines protect against serious diseases that may require time in the hospital. See page 4 for an article about vaccines for children and adults.

Lead screening

If a child inhales or swallows lead, it could cause lead poisoning. Lead poisoning can cause slow growth and developmental problems. Kids should get lead screening tests at the ages of 1 and 2.

Developmental and behavioral screenings

These screenings and tests make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. These screenings should be done when your child is 9 months old, 18 months old, and 24 or 30 months old – or anytime you have a concern.

Breast cancer screening

UnitedHealthcare Community Plan provides mammography screenings:

- Once if you are 35 to 40 years old
- Every 2 years or more frequently if your primary care provider feels you need the screening and you are 40 to 50 years old
- Annually if you are older than 50

Cervical cancer screening

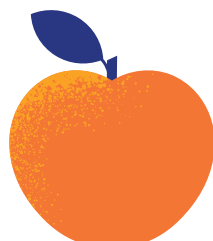
Women between the ages of 21 and 29 should get a Pap smear every 3 years, then Pap and HPV tests every 5 years between the ages of 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.

Colorectal cancer screening

Colorectal cancer screening is recommended for adults ages 50 to 75. There are a few different ways to get screened for colorectal cancer. Options include colonoscopy, flexible sigmoidoscopy and at-home stool tests.



Time for a checkup? Call your primary care provider today to find out if you are up to date with all recommended screenings and vaccines. Make an appointment to see your provider if you are due for a visit.



Diabetes monitoring

Tips for people with diabetes and schizophrenia

If you are diagnosed with schizophrenia, you may be at a greater risk of getting diabetes — or you may already have diabetes. It is important that you work closely with your mental health provider and primary care provider (PCP) to check your medications and blood sugar levels.

Over time, diabetes can cause damage to your body. If you are not sure if you have diabetes, talk to your Case Manager, nurse practitioner or psychiatrist. You should make an appointment or ask them to help you make an appointment to see your PCP as soon as possible. Having regular checkups with your PCP is very important.

If you have diabetes, you could make a significant impact on your health if you:

- Have a hemoglobin A1c (HbA1c) test 2 times a year
- Have a low-density lipoprotein cholesterol (LDL-C) test at least once a year
- See an eye doctor for a retinal eye exam once a year
- See your PCP at least 4 times a year
- Check your blood sugar levels often
- Have your blood pressure checked at each health care appointment
- Check your feet every day for cuts and sores
- Check your weight often
- Exercise often
- Don't smoke or drink alcohol
- Review your medications with your PCP and mental health care providers often



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Vaccines save lives

Vaccines are one of the best ways you can protect your family from serious diseases that may require time in the hospital. Both children and adults need to get vaccines. Everyone aged 6 months and older should get a flu shot each year.



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Learn more. Visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines) to see a complete list and schedule of vaccines for the entire family.

Tips for beating teen depression

Depression is a serious illness. It affects more than a person's mood. It drains the energy, motivation and concentration a person needs for normal activities. It interferes with the ability to notice or enjoy the good things in life. If left untreated, it can sometimes lead to suicide.

Problems at school or with friends or family are common for teens. A bad test grade, an argument with a friend or a breakup may upset you. You may feel like sometimes these problems won't go away. But there are always solutions to these problems, even when it seems impossible. Suicide is never the answer.

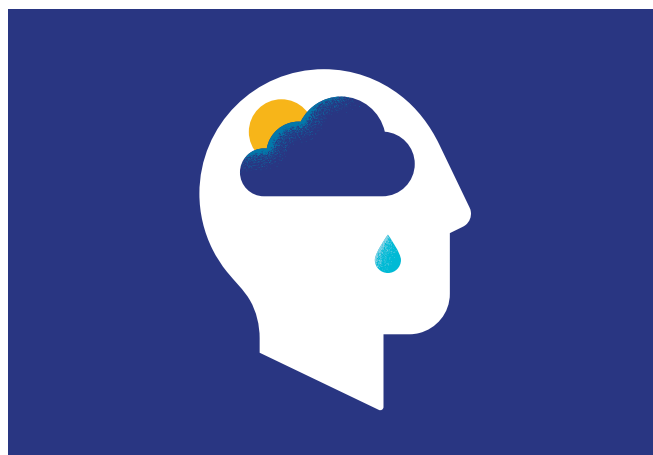
It is normal to be sad sometimes. But teens with depression may:

- Feel sad or irritable
- Change their sleeping or eating habits
- Feel guilty or hopeless
- Have less energy
- Feel lonely or get upset easily
- Lose interest in things they used to enjoy

If you think you are depressed, talk with a parent, teacher or trusted adult. Depression can be treated, and you do not have to feel alone.



Help is available. For more help with teenage depression, call your primary care provider or a mental health care provider.



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Take control

You can make a difference in your health

Living with a chronic condition can be overwhelming. You may need to see your doctor more often. You may take several medications. You may even feel like you have no control over your condition. The good news is that you can make a difference in your health.

The best way to begin is by setting small goals. Start by making sure you understand your condition. Talk to your health care provider and ask questions about what you can do to help. Will it help if you lose weight? Does smoking make your condition worse? How do medications impact your condition?

When you start to set your goals, it is OK to start small. By starting with goals that are easy to achieve, you will set yourself up for success. Once you get past the small things, you can move on to larger goals.



Get support. We want to help you with your goals. If you would like to work with a health coach, call Member Services toll-free at **1-800-690-1606**, TTY **711**. We offer health coaching for people who want to stop using tobacco, eat healthier and exercise more.



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Smile bright

The importance of keeping your child's dental appointments

You made your child's dental appointment. Then something happens. Maybe you can't find a ride, get sick or forgot you made the appointment. It happens. We want to help you make and keep your child's dental appointments. Here are some tips.

If you forgot about your child's appointment:

- Put your appointment card or reminder on the refrigerator
- Write it on your calendar right away
- If you need a babysitter or a ride to the appointment, take care of it right away, so you don't need to scramble at the last minute

If you are afraid to go to the dentist:

- Find a dentist you like and trust
- Visit your child's dental home, so they can help you take care of your child's teeth
- Don't worry about pain — dentists have lots of new ways to work on your child's teeth, so there is very little pain now with anything the dentist does

Call the dentist for any of these last-minute reasons:

- If your child is sick and can't make the appointment
- If your child is going to be late
- If your car breaks down, let the dentist know you can't get there
- If you can't leave work, let the dentist know you can't make it

When your child misses an appointment, it does not cost you anything. But it does cost your dentist. The dentist has to pay rent on the office and equipment. The dentist holds that appointment time just for you. So, keep your child's appointment whenever possible. If your child can't make it, call the office as soon as you can.



Open wide. Need help finding a dentist or making an appointment? Call DentaQuest at **1-855-418-1622** or TTY/TDD **1-800-466-7566**. Or visit our website at **DentaQuest.com**.

Be part of your community

Living options for CHOICES members

Did you know that the CHOICES program offers Community Based Residential Alternatives (CBRA) for people who want to stay living in the community instead of in a nursing facility or hospital? The most common type of CBRA is Community Living Supports (CLS).

CLS is a shared home or apartment where you and no more than 3 other people live. There is also a Community Living Supports – Family Model (CLS-FM). CLS-FM is a shared home or apartment where you and no more than 3 other people live with a trained host family.

The level of support provided for each of these CBRA depends on your needs and can include hands-on assistance, supervision, transportation and other support needed to stay in the community.



Live the way you want. Are you interested in exploring a CBRA? Please reach out to your Support Coordinator, or call Member Services toll-free at **1-800-690-1606, TTY 711.**



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Returning to work after COVID-19

COVID-19 has changed the way we approach and discuss employment in Employment and Community First (ECF) CHOICES. As vaccines are being given and people return to work, there are new things you may need to consider when thinking about employment opportunities in your community. These topics will differ from person to person, but they are important to consider.

1. What new safety practices are now in place in your specific area to protect you and others?
2. Does your job still require you to go to work in person? If so, what are the safety guidelines and schedule?
3. Does your job still have positions available with companies needing to adjust to the pandemic?
4. Identify your comfort level with safety practices in the workplace to ensure your health and safety, especially if your job requires face-to-face interactions.
5. Does your job limit personal contact? Does it use technology? Does your employer provide the needed technology and training?



Support is available. If you are enrolled in ECF CHOICES and have additional questions about employment or returning to work, reach out to your Support Coordinator.

Who to call

Numbers to know

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 non-emergency 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 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.

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.

Summer self-care

For many people, taking care of family and friends is part of daily life. But it's important to make time to take care of yourself, too. Visit healthtalkselfcare.myuhc.com to download a self-care BINGO card. Do a different self-care activity each day until you score BINGO. Save the card to practice self-care year-round.

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: كوردی

ئاگاداری: ئهگهر به زمانی کوردی قسه دهکهیت، خزمهتگوزاریهکانی یارمەتی زمان، بهخۆرای، بۆ تو بهردهسته. پهیوهندی بکه به 1-800-690-1606 (TTY 711).

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

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 sont proposés gratuitement. Appelez le 1-800-690-1606 (TTY 711).

Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዙዎት 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

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ຈະມີພ້ອມໃຫ້ທ່ານ. 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 दे: 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 711).

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-690-1606 (TTY 711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 771) मा फोन गर्नुहोस्।

Persian:

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.



- **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:</p> <p>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: 800-690-1606 TTY: 711</p> <p>You can get a complaint form online at:</p> <p>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:</p> <p>http://www.hhs.gov/ocr/ office/file/index.html</p> <p>Or you can file a complaint online at:</p> <p>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.