



Health Talk



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Winter 2021



CoverKids

What do you think?

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your opinion helps us make the health plan better. Your answers will be private.

Healthy start

Options for seeing your PCP

Get off to a good start this year by scheduling an appointment with your primary care provider (PCP). All members of your family should see their PCP once a year for a well visit.

If you don't feel comfortable seeing your PCP in person this year, telehealth may be an option. Telehealth is a visit using a computer, tablet or phone instead of going into the provider's office. You can have a telehealth visit using audio only. But using video on your device may help you have a better appointment.

Call your PCP's office and ask if they offer telehealth services. Schedule your next in-person or telehealth visit today.



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

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design Moment via Getty Images

Stay on schedule

Vaccines are important even during COVID-19

One side effect of people staying home due to COVID-19 is that children have not been seeing their primary care providers (PCPs) to get their scheduled vaccines. This means more children are now at risk for diseases that can be prevented by vaccines.

Although you may be worried, it is perfectly safe for your child to see their PCP in person to get their shots. Many providers have put extra precautions in place to make sure your visit is safe. Call the provider's office if you have any questions or concerns.

Talk to your child's provider about which vaccines your child needs. If your child has fallen behind schedule with their shots, it is not too late to make up the ones they missed. Staying on schedule with vaccinations protects your child as well as others from getting sick.

From birth to age 18, it is recommended that your child receive multiple doses of the vaccines for:

- Hepatitis B
- Rotavirus
- Diphtheria, tetanus, pertussis
- Haemophilus influenzae type b
- Polio
- Pneumococcal disease
- Hepatitis A
- Measles, mumps, rubella
- Chickenpox
- HPV
- Meningococcal disease
- Influenza

When you take your child to get their shots, remember to practice the same safe behaviors you would anywhere else:

- Follow your PCP's advice for entering and exiting the building
- Practice good hygiene before, during and after your visit
- Wear a mask



We're all in this together. For more information about getting vaccines during the coronavirus pandemic, visit myuhc.com/CommunityPlan.

Mask tips for kids

Masks help reduce the spread of COVID-19 when they are widely used by everyone over the age of 2. Help protect yourself and others by having your family wear masks in public and when you're around people outside of your household. Here are some tips for helping your kids feel more comfortable with wearing a mask:



Decorate your masks

Adding a personal touch — like stickers or drawings — can help make them more fun to wear. This might also help kids feel a sense of ownership and control over the situation.



Teach how to put it on and take it off properly

Handle masks using the ear loops or ties. Always wash your hands before putting on a mask and after removing it.



Practice wearing masks before you go out

Make sure the mask fits snugly and covers both the mouth and nose.

Managing anxiety

It's natural to feel stress during a pandemic. Fears about COVID-19 and being uncertain about the future are common thoughts. These thoughts may create stress or anxiety for you or your children. But remember you are not alone. Support is available and 100% covered under your plan.

If you don't feel comfortable seeing someone in person, visit myuhc.com/CommunityPlan to search for providers who offer telehealth options. Here are 2 tips that can help you and your family deal with stress and anxiety:

- **Take a break.** Turn off the TV. Take a walk without your phone. Read a book or do another activity you enjoy. Unplugging for a few hours can reduce your stress levels and help you focus on positive thoughts.
- **Focus on your body.** Anxiety doesn't just affect your mind. It also puts stress on your body. Making healthy choices can help you feel better. Eat well-balanced meals with plenty of whole grains and vegetables. Exercise regularly. The Centers for Disease Control and Prevention recommends about 20 minutes a day of moderate-intensity activity for adults and 60 minutes a day for children.



Get support. Find mental health resources at LiveandWorkWell.com. To find telehealth options, visit myuhc.com/CommunityPlan.

Activity zone

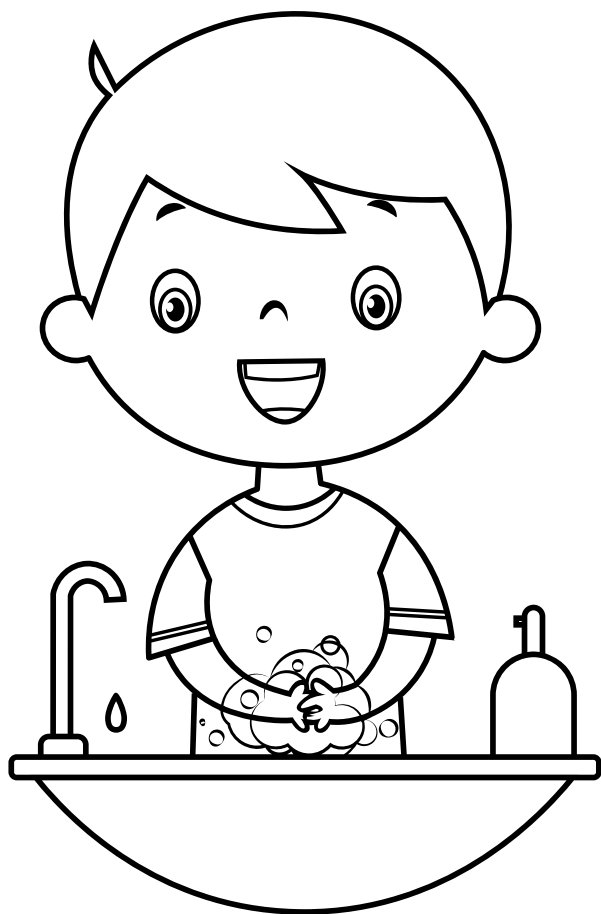
Coloring is calming

If your kids are feeling anxious due to COVID-19, the Centers for Disease Control and Prevention recommends taking a break from everyday activities. Arts and crafts are a great option to de-stress. In fact, coloring — for both children and adults — has been shown to reduce stress and anxiety. Pull out some crayons, colored pencils or markers, and make this page a work of art!



Create more. Download more printable coloring pages at healthtalkcoloring.myuhc.com.

iStock.com: pijama61, artisteer



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. They can 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:</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: 1-866-600-4985 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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