



Health Talk

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Winter 2022

United
Healthcare®
Community Plan

Your opinion matters

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 respond. Your opinion helps us make the health plan better. Your answers will be private.

Exercise ideas

We all know exercise is important, but not everyone has the time or money to go to the gym. For a good workout at home, try these simple exercises:



- Classic exercises, such as sit-ups, push-ups, lunges, squats and climbers
- Low-impact weightlifting — if you don't have weights, use everyday objects that are comfortable for you to lift
- Yoga — all you need is a soft mat to sit and lie on



Try an easy at-home workout.
Learn some simple yoga moves at healthtalkyoga.myuhc.com.

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An antidote for overdose

Having naloxone on hand can save lives

Opioid overdoses have been rising steadily over the past 15 years. They are now the leading cause of accidental death in the United States. Using opioids, whether prescribed or illegally, comes with a risk of overdose. It is important to know what to do in an overdose emergency and have the treatment for an overdose on hand.

Do you or someone in your family take opioid medications, or use heroin or methamphetamines? If so, you should have a medication called naloxone (Narcan) on hand.

Naloxone is an overdose antidote that can help save lives. It works by blocking opioids from binding in the brain and reverses the effects of opioids. It allows people who have overdosed to wake up and start breathing again.

If you or a loved one is at risk for an opioid overdose, you should have naloxone on hand. Narcan spray is on the TennCare formulary and is a benefit for you. Your provider or a

pharmacist can write a prescription for you and teach you when and how to use the spray. You are allowed 2 boxes per month and do not need to get prior approval. The medicine should be stored at room temperature.

Whenever Narcan is used, remember to call **911**. The person could need more Narcan and should be evaluated by a trained health care professional.



Start the road to recovery. If you or someone you know has a problem with using pain medicine or drugs, we can help. UnitedHealthcare has an excellent network of doctors who can diagnose and treat you with dignity and compassion. Call Member Services toll-free at **1-800-690-1606**, TTY **711**. One of our care managers will work with you to begin your road to recovery.

The truth about vaping

Some people think that vaping is safer than smoking. But most vaping is not safe. Vaping cartridges contain nicotine and many other chemicals. No matter how it is delivered, nicotine is known to cause addiction. This also affects brain development, memory, learning and mood. Vaping cartridges without nicotine still have chemicals that can be harmful to lungs.

Vaping can be especially dangerous for teens. If your child or their friends are vaping, encourage them to quit. By quitting vaping, teens may find that their performance in sports and physical activities improves. You can also explain that the sooner someone quits, the better their body can fix the damage caused by vaping.

If your child needs help quitting smoking or vaping, talk to their provider. They can share resources to help.



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Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases, such as polio and chickenpox, are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Diseases, such as COVID-19, are not stopped by city, state or international borders. But they are stopped by vaccines.

With COVID-19 and the flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone over the age of 5 is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



Stay safe. For more information about vaccines for the entire family, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines). Find information about the COVID-19 vaccine at [uhccommunityplan.com/covid-19/vaccine](https://www.uhccommunityplan.com/covid-19/vaccine).

Practice prevention

Keep your child's mouth healthy and their smile beautiful

Keep your child's teeth strong and healthy with preventive dentistry. Preventive dentistry can help avoid cavities and problems with your child's gums. You can practice this at home by making sure your child is brushing their teeth twice a day, flossing once a day, eating a balanced diet and avoiding sugary foods.

Your child should also see the dentist for regular checkups. They should begin seeing the dentist when their first tooth comes in or at age 1. The earlier your child sees a dentist, the sooner you can prevent cavities and other dental problems. Children with healthy mouths have better general health, chew more easily and smile with confidence.

Depending on the age of your child, the dental visit may include:

- Cleaning and polishing of the teeth
- Demonstration of proper brushing and flossing techniques
- Application of fluoride or dental sealants to protect the teeth from cavities
- Information on nutrition and good eating habits



Smile. 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 [dentaquest.com](https://www.dentaquest.com).





Safety first

Taking medication as directed

Taking your medication as directed is important. It helps you stay healthy. Here are 4 tips for medication safety.

- 1. Know your medications.** Learn their names and possible side effects. Know why you need them. Ask your provider how to take them, how much to take and how often to take them.
- 2. Avoid drug interactions.** Tell your provider and pharmacist about any other drugs or supplements you are taking. Ask your provider or pharmacist about any foods, drinks or activities you should avoid while taking a medication.
- 3. Don't stop taking your medicine.** Sometimes you may feel better before the medicine is gone. But keep taking it for as long as your provider tells you to. With some drugs, you must finish the entire prescription for it to work. If you have trouble remembering to take your medicine, pill boxes and setting an alarm on your phone can help.
- 4. Watch out for side effects.** Many medicines have side effects. If you have side effects, talk with your provider.

The COVID-19 vaccine and pregnancy

COVID-19 vaccination is recommended for pregnant people. The Centers for Disease Control and Prevention (CDC) recommends COVID-19 vaccination for people who are pregnant, breastfeeding, trying to get pregnant now or might become pregnant in the future. The CDC recommendations align with those from professional medical organizations serving people who are pregnant, including the American College of Obstetricians and Gynecologists (ACOG) and the Society for Maternal-Fetal Medicine.

Getting the COVID-19 vaccine, either before or during pregnancy, has benefits for both the pregnant person and their fetus/infant. If you are pregnant or planning to become pregnant, talk to your provider about getting the COVID-19 vaccine today.



Learn more. Visit [cdc.gov/covid19](https://www.cdc.gov/covid19) for more information about the COVID-19 vaccine and pregnancy.



Make a plan

Emergency preparedness starts at home

If a disaster happens, are you and your family ready? Do you have a plan in place to help meet your needs? If you are enrolled in the CHOICES program, your care coordinator can help you with creating a disaster plan.

The plan you make now could help ease some of the stress and anxiety of not knowing how you will deal with a possible situation in the future. This plan should include:

- Identifying a safe place in your home in case of a tornado
- Knowing who to call
- Gathering food and water to last for 3 days
- Gathering other items that will prepare you for times of disaster



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Do you know your bank or credit card information? Do you know your insurance information? If your home is destroyed in a fire or by a tornado, this information is important for you to be able to start putting your life back together.

There are planning resources that can guide you through the process. You can create a plan that's right for you and your family. Don't say, "It will never happen to me."



Try a job before you apply

The Employment and Community First CHOICES (ECF CHOICES) program offers a variety of employment services. These services have been created to help people choose a job that is a good fit for them. Situational Observation and Assessment (SOA) is a benefit for people who know which types of jobs they like but want to know more about what those jobs entail.

The highlights of this service are:

- You can try up to 4 jobs with a job coach
- You will be able to understand the tasks a certain job will require by doing them
- You can talk about those jobs to determine which job is a good job match for you
- You will be able to understand the things that happen in those work settings, how to be safe and how people will treat you at work
- Your job coach can help you determine the supports that may be needed to be successful on the job

If you are interested in learning more or would like to use this service, please contact your ECF CHOICES support coordinator.

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Checking in

Is it time to schedule an annual wellness visit?

It's important for adults to check in with their primary care provider and get recommended preventive care every year. Preventive care is important for children, too. Your child's annual wellness visit is a key part of their preventive care. At the visit, the provider will do a full exam, check their growth and development, and give them any vaccines they need.

Asking questions also can help you get the most out of the annual wellness visit. Here are some questions you may want to ask the provider:

- Which vaccines, screenings or medical tests are needed?
- Does our family history put us at risk for any health problems?
- What are some steps we can take to stay healthy?
- When should I schedule my child's next appointment?
- How should I contact you if I have any questions after this visit?



Time for a checkup. Need to find a new provider? We can help. Visit myuhc.com/communityplan and search the provider directory.

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.



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.