



HealthTalk

Your journey to better health



What's inside

It's time for your annual flu shot.
Our flu shot location finder makes it easier to find where to get one.
Learn more on page 2.

Covered care

Dr. Chat

Manage your health on the go

Skip the waiting room and chat with a primary care provider (PCP) on UHC Doctor Chat, at no cost to you.

PCPs are available 24 hours a day, 7 days a week and can answer questions big or small. Get the answers, treatment and follow-up care you need, when you need it.



Download the app today on the App Store® or Google Play™ or learn more at UHCDoctorChat.com.

Fight the flu

It's time for your annual flu shot

It is important to get a flu shot every year. It is recommended for everyone 6 months and older.

Here are 3 reasons why:

1. It protects you from getting sick with the flu.
2. If you do get the flu, your symptoms will be less severe.
3. It also protects your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.

Get your flu shot today.

There is no cost to you. We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.



Medicaid Renewal

Take action

What you need to do to renew your Medicaid benefits

Medicaid members need to renew their coverage each year. Your state will tell you when its time. They may call it recertification or redetermination.

Make sure the state can reach you when it is time to renew. Give them your current address, email and phone number. It is important to reply when they contact you. If you don't you could lose your health plan.



We're here to help. Learn more at uhc.com/staycovered.

Everyday life

Ready, set, quit

Help to quit smoking for good

It's no secret that it is hard to quit smoking and you might not know where to begin. Regardless of what stage of life you are in, a teenager, an expectant mom or an adult, quitting smoking is one of the most important actions you can take to improve your health. This is true no matter how long you have been smoking.

With the right support, you can more than double your chances of quitting for good.¹ Here are some ways to get help:

- Support from a counselor can be given by phone, one-on-one or in a group.
- Nicotine replacement helps relieve withdrawal symptoms. Choose from gums, patches, sprays, inhalers or lozenges.
- Medications that work on chemicals in the brain to break your addiction.

¹Centers for Disease Control and Prevention (CDC)

Health + wellness

Follow up—don't fall behind

You feel healthy and you're up to date on vaccines. So why not skip a routine exam? While it may not seem like a big deal, missing yearly well-child checkups can lead to problems.

Your primary care provider (PCP) knows your health history, habits and personality. These checkups allow your PCP to notice changes in your health and catch small issues before they turn into big ones.

After your well-child checkup, be sure to check back for:

- A follow-up appointment, if needed**
To be on the safe side, your PCP may order other exams, like screening for mood or behavioral health problems, based on your family history or other risk factors. Or your PCP might suggest that you get nutrition counseling.
- The next scheduled visit**
Your PCP may need to see you more often than once a year. Some conditions, such as asthma, ADHD and weight problems, mean you need regular and more frequent visits. These visits are important, too.
- Any new health problem that comes up**
Your PCP is just a phone call away. If you have questions or concerns, give your PCP a call today and schedule your appointment! You don't have to wait until your next visit to check back in. If you need help making an appointment, call Customer Service at 1-800-690-1606.

Everyday life

Sharing your child's Individual Education Plan (IEP)

Why is a release form needed?

UnitedHealthcare can access your child's information when you sign the release to better manage care for your child.

Why is it important?

- UnitedHealthcare can talk to your child's school and all the different people providing services to be sure your child has everything they need.
- Also, your child's school can call us to confirm if they have TennCare and coordinate services they get in the school.

Who else may have access if I sign the release form?

If you sign the release form, UnitedHealthcare can talk to the school system and your child's PCP about their care.

How long does the release form last?

The release is on file for as long as your child gets services in the school or until you request to remove.

CHOICES members

Did you know CHOICES members in Groups 2 and 3 now have access to employment services through the CHOICES program?

The benefits of employment go far beyond a paycheck. The new employment services can assist you in deciding if employment is right for you, speak to certified benefits counselors to help protect your benefits, connect you to hiring employers, try a variety of jobs, and even receive help to get to work and assist you on the job.

If you are interested in learning more about these new employment services, please contact your Care Coordinator as this must be added to your Person-Centered Support Plan (or PCSP). Or call us at 1-800-690-1606.

CHOICES and ECF CHOICES members

Are you interested in starting your own business? If so, you now have access to a newly updated self-employment service!

With these new self-employment services, you will be able to learn about resources needed to start your own business, connect to local small business assistance agencies to help create a business plan and learn about business start-up funding sources.

To get assistance with self-employment, it must be written in your Person-Centered Support Plan (or PCSP). The kind of service and how much service you get is based on what you need to support you and help you reach your goals. If you want to know more about the self-employment service, talk to your CHOICES Care Coordinator or ECF CHOICES Support Coordinator. Or call us at 1-800-690-1606.

Disease Management

Improve your COPD symptoms

More than 16 million Americans have chronic obstructive pulmonary disease (COPD).¹ It causes coughing, wheezing, shortness of breath and increased mucus. It is more common for people over age 65.

COPD has to be diagnosed by a health care provider. If you have it, there are many ways you can improve your symptoms. Quitting smoking and taking medication can both help.

It is also important to take your medicine as prescribed. It will help you feel better. It can also help prevent “flare-ups” that make it hard to breathe.

Membership, benefits and plan details

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

¹Centers for Disease Control and Prevention (CDC)

Transitions of care

Follow-up care is important

What to do after getting home from the hospital

The time immediately following a hospitalization or emergency room visit can be overwhelming. Take these steps to help ease this transition:

1. Understand your discharge instructions. Your nurse or provider should review these with you before you leave the hospital. Ask questions about anything you don't understand.
2. Fill any new prescriptions. While at the pharmacy, ask the pharmacist to review your entire list of medications for any possible drug interactions.
3. Make a follow up appointment with your Primary Care Provider (PCP) or behavioral health provider within 7 days following your discharge. Bring a copy of your discharge instructions and a list of any new medications prescribed to you.

Ask for support. Many people need extra help during this time. Asking for support from others may be just what you need for a speedy recovery.



If you need help scheduling a follow up appointment, please call the Member Services number toll-free at the number on page 8.

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®) Consumer Assessment of Healthcare Providers & Systems (CAHPS®) HEDIS® and CAHPS® results are given in a national report card. Below you will find our 2023 TennCare HEDIS® and CAHPS® highlights. The box compares our results to national averages:

2023 Adult CAHPS® Highlights		
Measure	UnitedHealthcare Community Plan Statewide TN	HEDIS® 2022 National 50th percentile**
Rating of Health Plan*	63.21%	61.81%
Rating of Personal Doctor*	67.52%	68.17%
Rating of all Health Care*	52.17%	56.00%
Rating of Specialist*	NA	66.43%
How Well Doctors# Communicate	91.66%	92.73%
2023 Child+ CAHPS® Highlights-General Population		
Rating of Health Plan*	74.74%	71.43%
Rating of Personal Doctor*	76.29%	75.84%
Rating of all Health Care*	67.05%	68.79%
Rating of Specialist*	NA	70.82%
How Well Doctors# Communicate	94.45%	93.76%

2023 HEDIS® Measures				
Measure	United- Healthcare Community Plan Middle TN	United- Healthcare Community Plan East TN	United- Healthcare Community Plan West TN	HEDIS® 2022 National 50th percentile**
Women's Health:				
Breast Cancer Screening (ECDS)***	51.61%	53.02%	53.48%	52.60%
Timeliness of Prenatal Care	83.94%	86.13%	72.26%	84.23%
Postpartum Care	77.37%	80.29%	68.13%	78.10%
Diabetes Care:				
Hemoglobin A1C Control <8%	65.45%	61.07%	59.61%	52.31%
Retinal Eye Exam Performed	51.82%	51.09%	53.77%	52.31%
Diabetic Blood Pressure Control <140/90	68.86%	73.48%	64.96%	63.99%
EPSDT Well Care				
Six or more Well Care Visits in first 15 months of life	71.88%	72.59%	48.91%	58.38%
Two or more Well Care Visits between 15 months and 30 months of life	75.82%	74.56%	59.58%	66.76%
Child and Adolescent Well Care Visits Ages 3-21	58.11%	56.14%	52.87%	48.07%
Completed Childhood Immunizations recommended by 2 years of age	30.41%	27.98%	13.63%	30.90%
Completed recommended Adolescent Immunization by 13 years of age	36.01%	32.60%	29.68%	34.31%
Behavioral Health				
Antidepressant Medication Management- Effective Continuation Phase Treatment	54.74%	56.49%	43.63%	43.28%

* Population eligible members were 17 years of age and younger as of 12/31/2023.

* 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 total less than 100.

Percentage reflects respondents indicating 'always' or 'usually'

** National Average is based on the HEDIS® Measurement Year 2022 NCQA 50th percentile.

***ECDS-Electronic clinical data submission measure

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).

We're here to help

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.

UnitedHealthcare app:
Download on the App Store or Google Play
Access your health plan information on-the-go.

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: 1-866-405-0238
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.

Healthy First Steps®: 1-800-599-5985, TTY 711
Get support throughout your pregnancy.

Community Connector:
uhc.care/HTCommConnector
UnitedHealthcare Community Resources has programs that can provide help with food, housing, paying utilities, and more, at reduced or no cost to you. Search to find help in your area.

Expressable: expressable.com/united
Partner with a licensed and experienced speech therapist for 1-on-1 virtual sessions from the comfort of home - with weekly practice activities, education, and support to reach your goals faster

Self Care by AbleTo: ableto.com/begin
Ease stress and boost your mood with this Self Care app that gives you emotional health tools like meditations, breathing exercises, videos, and more. You'll get personalized content and there is no cost.

TennCare resources

DentaQuest: 1-855-418-1622
dentaquest.com

Civil Rights Compliance:
<https://www.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 "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

Community resources

Tennessee Tobacco QuitLine: tnquitline.org
1-800-QUIT-NOW (1-800-784-8669)
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.

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.

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

ناگاداری: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆراییی، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-690-1606 (TTY:711)..بکە

Arabic: ربيّةعلا

وظةعلم: اذا ملكتتةعلا اتمدخدةعاسملا ويةغلا رةفوتم لك. انجام. اتصل مقبر: 1-800-690-1606 (TTY: 711) مقرفتاھ صملا و مكبلا

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. ໂທສ 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 (टिटिवाइ: 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>**