



HealthTalk

Your journey to better health



What's inside

It's time for your annual flu shot. Find out where to get one by using our flu shot location finder. Learn more on page 2.

Medicaid renewal

Don't lose coverage

Medicaid members need to renew their coverage every year. This process is called "redetermination." Your state will reach out and tell you when it is time to renew.

Make sure the state can reach you. Be sure they have your current address, email, and phone number.

It is important to respond when the state contacts you. If you don't, you risk losing your health plan.



We're here to help

Learn more at
uhc.com/staycovered.



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. Use our online tool that makes it easy to schedule one. Visit myuhc.com/findflushot.

Your member handbook is updated annually. Find it on myuhc.com/communityplan.

It includes our Notice of Privacy Practices and Notice of Non-discrimination. They may also be found online at uhc.com/privacy and uhc.com/legal.



Extra benefits

Finding the right treatment for ADHD

If your child has attention deficit hyperactivity disorder (ADHD), their provider may suggest medication. There are several kinds of medicines that treat ADHD.

Your child may need to change medicines or dosages a few times. Some medicines may not help, others may cause side effects. A dose may be too low or too high. That's why it's important for children on ADHD medicine to see their doctors often.

Be sure to keep regular appointments with their provider. Behavioral therapy and counseling can also help.

Questions? Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**.

Follow-up care is important

Feeling overwhelmed after your child's hospital or ER visit? Here are 3 steps to help:

1. **Know your child's discharge plan.** Before you leave, ask the nurse or primary care provider (PCP) to explain the instructions. Ask questions about anything you don't understand.
2. **Fill any new prescriptions.** Ask the pharmacist to review the list of medications for any drug interactions.
3. **Follow up within 7 days of discharge.** Schedule a visit with your PCP or mental health provider. Bring their discharge papers and a list of new medications.



Need help? It's okay to ask for support. A little help can go a long way in your child's recovery. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**.

Vaping is not safe

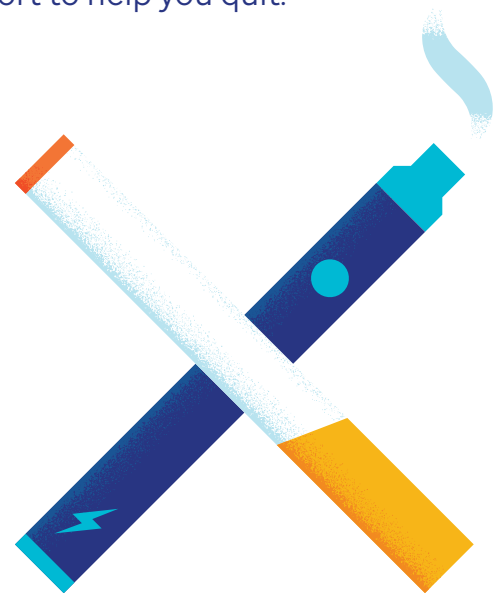
You may be surprised to learn that they have dangerous health effects – especially for children, teens, young adults and pregnant women.

Vapes have nicotine, the same addictive drug found in cigarettes. Nicotine changes the way your brain works. It affects the parts of your brain that help you pay attention, learn and remember things. The good news is there's support to help you quit.

Create a plan:

- Make a list of reasons to quit
- Pick a quit date and tell all your friends and family
- Get rid of vapes and e-cigarettes
- Ask people not to vape around you
- Use nicotine replacements like patches or gum

Supporting your plan to quit. Chat with an advocate through myuhc.com/communityplan or the **UHC mobile app**. Or call National Quit Connect toll-free at **1-800-784-8669**.





Preventive care

An ounce of prevention goes a long way

What is preventive care?

Preventive health care includes important services like screenings and check-ups. It may also include vaccinations, lab tests, physical exams, and prescriptions. These services are designed to help prevent illnesses, diseases, and other health issues before they start.

By staying on top of preventive care, you and your children can enjoy better health throughout your lives.

A routine check-up with your primary care provider (PCP) can catch potential health problems early—often before you feel sick. Getting suggested preventive services and making healthy lifestyle choices are key steps to good health and well-being.

Talk to your PCP about the preventive care that's right for you and your family. Staying informed and proactive is one of the best ways for everyone to stay healthy.

Why flossing matters

The key to a healthier smile

Brushing your teeth is important, but bits of food can remain between your teeth even after brushing. This is why flossing is necessary.

Floss will also remove plaque from your teeth. Plaque is a film of bacteria that sticks to your teeth. If you do not remove it, it can cause cavities, decay, and gum problems. You might notice that if you have not flossed for a while, your gums can bleed. That is nothing to worry about but if it does not stop after a few days, call your dentist. It's never too late to start flossing, so start today.



Renaissance will be your Dental Benefit provider beginning November 1, 2025. If you have questions regarding dental benefits or providers, contact Renaissance Customer Service at **1-866-864-2526** or visit **tenncare.renaissancebenefits.com**.

Member Handbook

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.



We're here to help

UnitedHealthcare resources

Member Services:

Toll-free **1-866-600-4985**, TTY **711**

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

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**

uhchealthyfirststeps.com

Get support throughout your pregnancy (toll-free).

Self Care by AbleTo: **ableto.com/begin**

This Self Care app gives you emotional health tools like meditations, breathing exercises, videos, and more at no cost.

Community Resources:

uhc.care/HTCommResources

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 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.

Community Resources

Tennessee Statewide 24/7 Crisis Line:

1-855-CRISIS-1 (1-855-274-7471)

Get immediate help for behavioral health emergencies.

TennCare Resources

DentaQuest: 1-855-418-1622

dentaquest.com

Note: Beginning November 1, 2025, **Renaissance** will be your new dental provider. **1-866-864-2526**

tenncare.renaissancebenefits.com

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.

Reporting Fraud and Abuse:

To report fraud or abuse to the Office of Inspector General (OIG), call toll-free **1-800-433-3982** or report at TennCare's Office of Program Integrity (OPI) or email **ProgramIntegrity.TennCare@tn.gov**. You can also report provider fraud or patient abuse at **1-800-433-5454**, TBI Medicaid Fraud Control Division (MFCD) or email to **TBI.MedicaidFraudTips@tbi.tn.gov**.

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 1-866-600-4985 (TTY:711).

Kurdish: کوردی

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ تو بهردهسته. په‌یوهندی به 1-866-600-4985 (TTY:711)..بکه

Arabic: ربيّةلعا

وظةملح: اذا متتكل ةللغا ربيّةلعا اتمدخدةعالمسا ويةللغا رةفومتكلا انجام. اتصل مقبر: 1-866-600-4985 مقرر فتاه صملا و مليكا (TTY: 711)

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 1-866-600-4985 (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:711) 번으로 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

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-866-600-4985 (መስማት ለተሳናቸው፡TTY:711)።

Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-600-4985 (TTY:711).

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-600-4985 (TTY:711).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen 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। 1-800-690-1606 (TTY:711). पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-600-4985 (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 1-866-600-4985 (телетайп: TTY:711).

Nepali: नेपाली

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-866-600-4985 (टिटिवाइ: TTY:711).

Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. 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, 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: 1-866-600-4985

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>**