



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.



Health + wellness

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

Get no-cost rides to medical visits and more

If you're an eligible member of UnitedHealthcare® Community Plan, your benefits may include non-emergency transportation. And there is no cost to you.

That means you can get rides to:

- Covered medical appointments – like primary care provider (PCP), maternity, vision, dental, mental health and substance use visits
- Your pharmacy

To plan your ride, or to see if you're eligible, use the **UnitedHealthcare® app** or visit myuhc.com/transportation.

Screening for breast cancer

Breast cancer screening means checking a woman's breasts for cancer before there are signs of the disease, like lumps. Breast cancer screening cannot prevent breast cancer, but it can help find it early, when it is easier to treat. Screening is recommended for women between the ages of 40-74.¹ Talk to your primary care provider about which breast cancer screening tests are right for you, and when you should have them.

Quitting is worth it

Most people know smoking is dangerous. But did you know that cigarette smoking causes nearly 1 in 5 deaths each year in the U.S.?²

The good news is quitting smoking improves health, lowers the risk of 12 types of cancer and can add as much as 10 years to your life.³

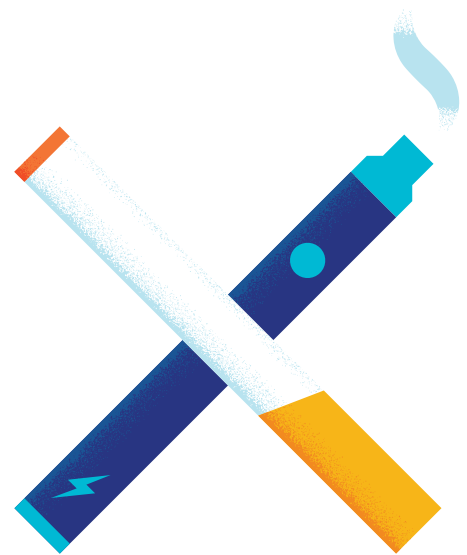
Even though quitting is hard, you can get tools and support to help you do it.

Tips to help you quit:

- Make a list of reasons to quit
- Pick a quit date and tell all your friends and family
- Get rid of your cigarettes and lighters
- Ask people not to smoke 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**.



¹cdc.gov/breast-cancer/screening/

²cdc.gov/tobacco/about

³cdc.gov/tobacco/about/benefits-of-quitting

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.

Controlling your blood pressure

Blood pressure is how hard your blood pushes against your artery walls. It goes up and down throughout the day. But if it often stays at 130/80 or higher, that could mean you have high blood pressure, also called hypertension.

That's something to take seriously—because it can lead to problems like heart attacks, strokes, kidney issues, and even vision loss. It's important to know your blood pressure numbers and have regular visits with your primary care provider (PCP). Together you can make a plan to keep your blood pressure in check.





Everyday life

Home safety made simple

A safe home helps everyone feel more at ease

Sometimes, small things around the house, like loose rugs or cluttered walkways, can lead to trips or falls. There are simple changes you can make to help prevent accidents and make your space safer and easier to move around in.

- **Remove clutter** from walkways and floors to keep paths clear
- **Take away throw rugs or runners** that can slide and cause falls
- **If you use rugs**, make sure they have anti-skid backing or are taped down
- **Move cords and cables** out of walking paths to avoid tripping
- **Keep laundry baskets off the floor** so they don't become a hazard
- **Reduce extra furniture** to create more space to move around safely
- **Secure stair treads or runners** so they don't slip under your feet
- **Use chairs with arms** to help you sit and stand more easily
- **Open curtains during the day** to let in natural light
- **Turn on lights** before walking into dark rooms
- **Use night lights** to light your path at night
- **Keep a flashlight near your bed** in case the power goes out

These small changes can make a big difference in making your home safe and easy to live in.

Earn when you drive

TennCare Medicaid Members can now receive \$0.70 per mile for using mileage reimbursement on their non-emergency medical transportation trips.

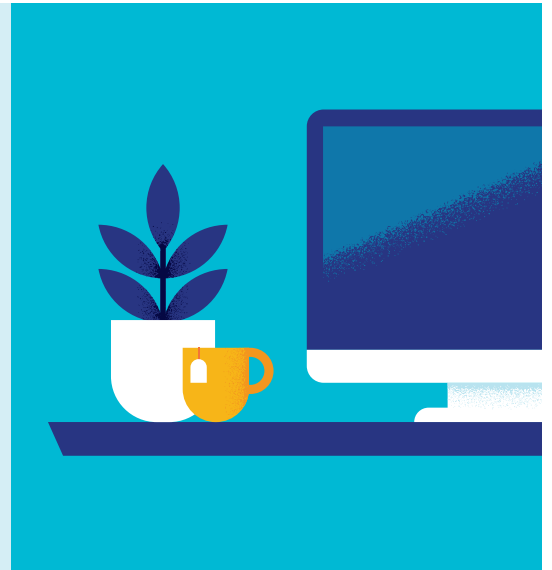
- Schedule your trip any time before your appointment
- Earn \$0.70 per mile—loaded directly onto your pay card
- The driver must have a valid driver's license and current insurance
- Your mileage form must be signed by your doctor confirming you attending your appointment

Schedule your reimbursement at **portal.tenn carriers.com** today. You may also schedule your reimbursement through our call center, Tennessee Carriers, Inc. **1-866-405-0238**.

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.



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 resources

We're here to help

UnitedHealthcare resources

Access your plan 24/7

Find the information and support you need when and where you need it.

UnitedHealthcare App:

Download on the App Store® or Google Play™

Our member website:

myuhc.com/communityplan

Member Services:

Toll-free **1-800-690-1606**, TTY **711**

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

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.

UHC Doctor Chat: Connect to Primary Care Providers (PCPs) in seconds with the UHC Doctor Chat app. PCPs are available 24/7 and can answer questions, big or small. Download the **UHC Doctor Chat app** or learn more at UHCDoctorChat.com.

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

uhchealthyfirststeps.com

Get support throughout your pregnancy.

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.

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**.

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.

Notice of availability of language assistance services and alternate formats

Do you need free language or an auxiliary aid or service?

If you speak a language other than English, help in your language is available for free. We have free interpretation and translation services to help you. We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 1-800-690-1606 (TennCare) or 1-866-600-4985 (CoverKids) (TRS: 711).

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-690-1606 (TennCare) o al 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Arabic: ربيةعلا

تنبيه: إذا كنت تتحدث العربية، فتتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-690-1606 (TennCare) أو 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

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。請致電 1-800-690-1606 (TennCare) 或 1-866-600-4985 (CoverKids) (電訊轉接服務/聽障專線 (TRS/TTY:866-503-0264)。

Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi 1-800-690-1606 (TennCare) hoặc 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606 (TennCare) 또는 1-866-600-4985(CoverKids) (TRS/TTY:866-503-0264)로 전화주세요.

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le +1-800-690-1606 (TennCare) ou le +1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264).

Amharic: አማርኛ

ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ፣ የነጻ ቋንቋ እርዳታ አገልግሎቶች አሉ። በ1-800-690-1606 (TennCare) ወይም 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) ላይ ይደውሉ።

Gujarati: ગુજરાતી

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. 1-800-690-1606 (TennCare) અથવા 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) પર કૉલ કરો.

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-690-1606 (TennCare) ຫຼື 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie 1-800-690-1606 (TennCare) oder 1-866-600-4985 (CoverKids) an (TRS/TTY:866-503-0264).

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 (TennCare) o sa 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264).

Hindi: हिंदी

ध्यान दें: अगर आप हिंदी बोलते हैं, तो नि:शुल्क भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-690-1606 (TennCare) या 1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264) पर कॉल करें।

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Звоните по номеру 1-800-690-1606 (TennCare) или 1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264).

Japanese: 日本語

注意：日本語を話されるお客様へ。無料の言語支援サービスをご利用いただけます。
TennCareに関するご相談があれば1-800-690-1606まで、CoverKidsに関するご相談があれば1-866-600-4985までお電話ください（TRS/TTY: 866-503-0264）。

Persian: فارسی

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با
1-800-690-1606 (TennCare) یا 1-866-600-4985 (CoverKids) (TRS/TTY:866-503-0264) تماس بگیرید.

Notice of nondiscrimination

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help you can get

Disability related help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters, and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other formats.

Language help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters, and
- Translations – Information written in other languages.

Who to contact

TennCare Connect

Do you need help like applying or renewing your TennCare, need auxiliary aids and services, or language help to talk with TennCare? Call TennCare Connect for free at 855-259-0701.

TennCare's Office of Civil Rights Compliance

- Reasonable modifications:
If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").
- Grievance/complaint:
If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with TennCare's OCRC by email at **HCFA.fairtreatment@tn.gov**, mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC's website at **<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**, or calling 615-507-6474 (TRS 711). If you need help filing a grievance call TennCare Connect for free at 855-259-0701.

More information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: **<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>**.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.