



HealthTalk

Your journey to better health



Health plan support in the palm of your hands

Download the **UnitedHealthcare app** for access to your plan benefits and coverage. Available on the App Store® or Google Play™.



Plan benefits

Stay covered

Watch for important updates

The rules for keeping your Medicaid coverage may be changing. It's important to stay informed so you can keep your benefits. You may need to take action to keep your coverage. This could include things like updating your information or completing certain requirements.

Watch for messages from your state's Medicaid agency. These messages will tell you what you need to do and when to do it.



Staying on top of these updates can help you avoid gaps in your coverage.



United
Healthcare®
Community Plan

CoverKids

Vaping

Dangers of vaping

Many kids and teens may not realize how harmful vaping can be. Vaping means using an e-cigarette. These devices create a vapor that is breathed into the lungs.

The vapor can contain harmful chemicals, and many vapes have nicotine. Nicotine is a drug that can make it hard to stop using it and can harm a child's lungs and brain.

Vaping can cause coughing, chest pain, and trouble breathing. It can also lead to serious lung problems.

As a parent, you can help your child stay safe. Talk with your child about the risks of vaping and how it can harm their health.



If your child needs help to quit, support is available. Talk to your child's doctor about options to help them quit.

Flu shot

Protect your child this flu season

Flu season is here. The flu can spread easily from one person to another.

Getting a flu shot is the best way to help protect your child and your family. It can help keep your child from getting sick and may help prevent serious illness.

Flu shots are covered at no cost to you. They are quick and simple to get.

Getting a flu shot each year matters. The flu virus can change, so this helps protect your child each season.



Stay protected this season

Visit your child's doctor or a nearby pharmacy to get a flu shot today.





Help your child stay healthy

Taking your child to the doctor each year is important. These visits are called well-child visits. They help your child grow strong and stay healthy.

At a well-child visit, the doctor will:

- Check your child's height and weight
- Make sure your child is growing the right way
- Look for any health problems
- Answer your questions

These visits can help find problems early, before they get bigger. They also help you know your child is on track.



Book online today. Log in to your member account to schedule your child's well-child visit or find a doctor near you.



Plan information

Use your account to learn about your plan

Did you know you can get plan info on your phone or online?

When you sign in, you can see details about your health plan. You can:

- Check your benefits
- Look at your claims
- Find tools to help you stay healthy

Your account makes it easy to manage your care in one place, anytime.



Get started today. Log in to your account using your phone or computer to view your plan and tools.



Asthma and allergy triggers

If your child has asthma, some things can make it worse. These are called triggers. Triggers can cause coughing, wheezing or trouble breathing.

Common triggers include pollen, dust, mold, pet hair and smoke. These are also things that can cause allergies. This is why asthma and allergies often go hand in hand.

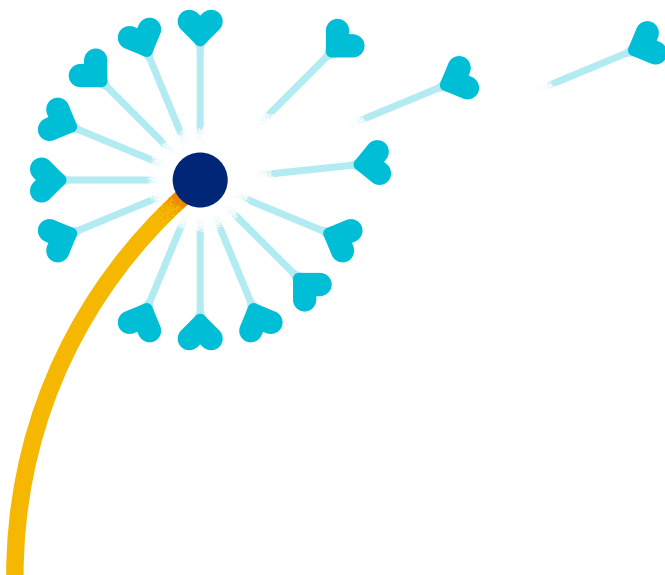
During certain times of the year, like spring or fall, there may be more pollen in the air. This can make asthma worse. This is called seasonal asthma.

You can help protect your child by learning what triggers their asthma. Try to keep your home clean, reduce dust and stay inside when pollen levels are high. If your child has allergies, managing them can also help control asthma.

It is important for your child to take their medicine as directed and follow their asthma care plan.



Help your child breathe easier. Talk with your child's doctor about ways to manage asthma and allergy triggers.



Stay on top of your child's medicines

If your child takes medicine, it's important to stay up to date. This helps keep your child safe and feeling their best.

Some children need medicine every day or in case of an emergency. This may include:

- An inhaler for asthma
- An EpiPen for allergies
- Other medicines for health needs

Take a few easy steps to stay ready:

- Check that medicines are not expired
- Refill medicines before they run out
- Keep medicine in a place that is easy to find

Planning ahead can help you be ready anytime your child needs care.



Stay one step ahead. Log in to your account or app to refill your child's prescriptions or check your pharmacy benefits.



Plan benefits

Check your benefits — you may have more than you think

Do you know what your health plan covers?

Many people do not use all of their benefits. Checking your plan can help you understand what you have.

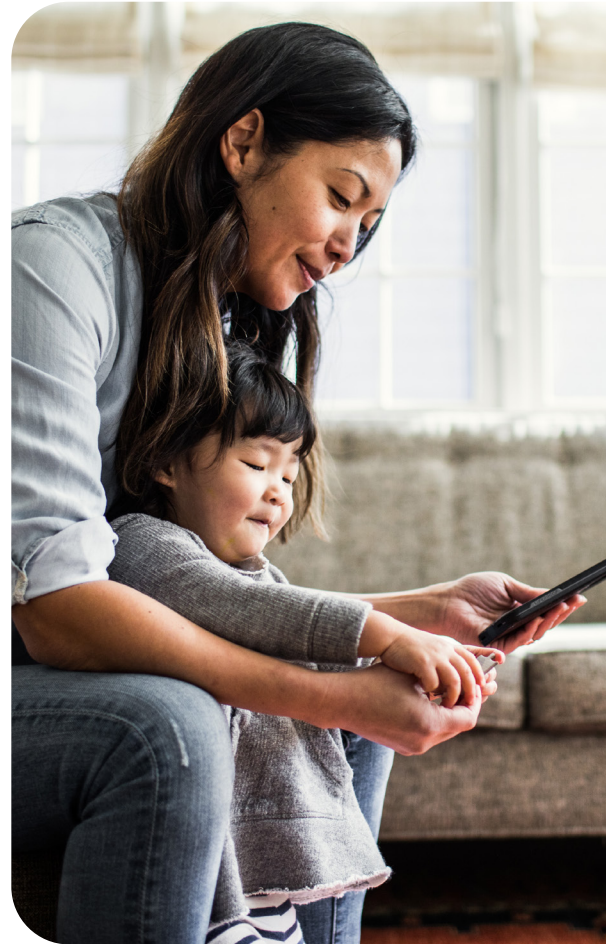
You can use the UnitedHealthcare app to see your benefits. When you log in:

- Go to the “Benefits” section
- Tap on your child’s plan
- Look at what services are covered
- Check what your plan has paid and what you may owe

Knowing your benefits can help you make better choices and avoid surprise costs.



Take a moment to log in today. Sign in to the UnitedHealthcare app to check your benefits.



Preventive care

Annual health labs are important

If you or your child takes medicine for a mental health condition, it is important to get **two blood tests every year**:

- **A blood sugar test (glucose or HbA1c)** to check for diabetes or high blood sugar.
- **A cholesterol test (lipid panel)** to check heart health.

These tests help your provider watch for side effects from medication and identify health problems early. Getting **both labs every year** can help keep treatment safe and effective.



If it is time for your annual labs, contact your provider to schedule them.

Taking care of your physical health is an important part of taking care of your mental health.



Therapy can help your child

If your child starts taking an antipsychotic medicine, therapy can be an important part of care. Therapy can help children learn ways to handle feelings, improve behavior, and manage everyday challenges.

Children who start an antipsychotic medicine should have at least **one counseling or therapy visit within 90 days** of starting the medicine. Some children may have a visit even sooner, such as during the **first 30 days** after starting treatment.

Types of therapy may include:

- Individual therapy
- Group therapy
- Behavioral therapy
- Skills training



If your child recently started an antipsychotic medicine and has not yet had a counseling or therapy visit, contact your child's provider. Getting support early can help your child build skills and get the most benefit from treatment.





Member handbook

Membership, benefits and plan details

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.



Want a printed copy?

Call Member Services toll-free at **1-800-690-1606**, TTY **711** to ask for the member handbook to be mailed to you.



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 **1-866-600-4985**, 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).

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.





Member resources

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

Renaissance:

1-866-864-2526, TTY **711**, 7 a.m.–5 p.m. CT
tenncare.renaissancebenefits.com

Renaissance manages the dental benefits for all TennCare members. They can help you if you have questions about dental care.

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**. To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

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 مجانًا. 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務。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 ስዞች፣ 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>**.