



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

Community Resources

Where to turn for help.

UnitedHealthcare Community Resources connects you to programs across the country that offer support at low or no cost.

Find help in your area, including:

- Back-to-school clothes and supplies
- Transportation assistance for school or work
- Food pantries and community gardens



To get started: Open the **UHC mobile app** and tap the **Community Resources** tile found under **Benefits**.



United
Healthcare®
Community Plan



Division of
TennCare

Heart health

Medications, blood pressure and heat

Hot weather can be harder on people with high blood pressure, especially if they take medicine. Some blood pressure medicines can make you lose more water. When it's hot and you sweat more, this can lead to dehydration.

Other medicines can make it harder for your body to cool down or adjust to the heat. Heat can also lower blood pressure by causing blood vessels to relax. Together, heat and medicine can sometimes make people feel dizzy or weak.

Drinking water, staying cool and paying attention to how you feel can help protect your heart during hot weather.



Preventive care

Protect your child's skin from the sun

Playing outside is good for kids, but too much sun can hurt their skin. Sun damage can start early, so protecting skin now is important.

How you can help

- Use sunscreen before your child goes outside
- Reapply sunscreen during the day
- Dress children in hats, sunglasses and long sleeves
- Keep kids and teens away from tanning beds



Check your child's skin. Look at your child's skin once a month. Watch for new spots or changes in moles. Call your child's doctor if something looks different. Protecting your child's skin today helps keep them healthy in the future.





Support for managing long-term health problems

Learn about your condition and get support to feel your best

Living with a long-term health problem can feel hard. You may feel worried or unsure. You are not alone. Learning about your health is the first step to feeling better and more in control.

You may have questions like:

- What is my health condition?
- How does it affect my body?
- What treatments can help me?
- What could happen if I don't make healthy changes?

Our Disease Management program is here to help. It gives you information and support so you can make good choices about your health.

We offer help with many health conditions, including:

- Asthma
- Attention deficit hyperactivity disorder (ADHD)
- Heart disease
- Chronic lung disease (COPD)
- Depression
- Diabetes
- Heart failure
- Hepatitis C
- High blood pressure
- Obesity
- Sickle cell disease



You can visit myuhc.com/communityplan/healthwellness to find tools, tips and support. These resources are made to help you take care of your health with confidence.



Calm Health

Mind. Body. You.

Introducing Calm Health, a no-cost app that can help UnitedHealthcare Community Plan members boost their mental health.

The Calm Health app allows users to tap into a library of support – including meditation practices, mental health programs, exercises to improve focus, stress management content and more. Get started by downloading the **UnitedHealthcare app** and finding Calm Health on the Coverage and Benefits page or downloading the Calm Health app.





Enabling technology: a safer home

Good lighting helps keep people safe at home. It can help prevent falls. When rooms are bright, it is easier to see where you are going. Simple tools, like smart lights, can make lighting easier to use every day.

Smart lighting for everyday safety

- **Voice-activated lights** turn on or off when a person speaks. This makes it easier to light up dark areas. It can also help someone do more on their own without asking for help.
- **Timers and schedules** turn lights on and off at set times. Lights can come on before someone wakes up or when it gets dark outside. This helps keep paths and rooms bright during daily routines.
- **Motion-sensor lights** turn on when someone walks into a room. No switch is needed. They work well in places like bathrooms, kitchens, and entryways.

Other helpful safety tools

- **Push-button emergency devices** let a person call for help by pressing one button. This can bring help faster and give peace of mind.



Enabling technology can make a home safer. Better lighting helps people see clearly and can lower the risk of falling. Easy-to-use tools also help people stay independent. A brighter home can be a safer home.



Don't wait — keep your child's vaccines up to date

Yearly checkups help keep kids and teens healthy and up to date on required vaccines for school. At each visit, your child's doctor reviews their vaccine record and gives any needed shots. Missing required vaccines could delay school enrollment — even if your child had all their baby shots, older kids and teens still need vaccines as they grow.

Commonly recommended vaccines include:

- **Flu:** Every year
- **COVID 19:** Updated options available
- **MMR (measles, mumps, rubella):** Two doses by age 6
- **Tdap (tetanus, diphtheria, whooping cough):** One dose at 11-12
- **HPV (human papillomavirus):** Recommended at 11-12
- **Meningococcal:** First dose at 11-12, booster at 16



Some kids may need extra or catch-up vaccines based on age, health, travel or school rules.

Schedule a yearly checkup to protect your child's health and meet school requirements.



Helping keep your child safe while taking antipsychotic medicine

Some children and teens take antipsychotic medicine to help with behavior or mental health needs. This medicine can be helpful, but it needs extra care to keep your child healthy. As a parent or guardian, you play an important role in your child's care.

Health checks help protect your child

Children who take antipsychotic medicine need simple blood tests. These tests check blood sugar (glucose) and cholesterol. They help doctors find side effects early, so problems can be treated right away. If your child takes this medicine, ask the doctor when these tests should be done.

Therapy is often the first step

Before starting antipsychotic medicine, many children try therapy or counseling. Therapy can help with behavior and feelings and may lower the need for medicine. Ask your child's doctor if therapy is a good first step for your child.

How you can help your child

You can support your child by:

- Making sure your child gets blood tests and goes to follow up visits
- Talking with the doctor about therapy and keeping all appointments
- Sharing any changes you notice in your child's behavior or health

You are an important part of your child's care team. By working together, you help keep your child healthy, safe, and supported.





Small steps for healthy eating and staying active

Eating well and staying active don't have to be complicated. Small changes can make a big difference when it comes to managing weight, boosting energy and supporting overall health.

Focus on balanced meals

Try to build meals with a mix of foods that fuel your body:

- Fruits and vegetables, fresh or frozen
- Lean proteins like beans, eggs, chicken or fish
- Whole grains such as brown rice, oats or whole-wheat bread

Balanced meals can help you feel satisfied longer and support healthy weight management.

Smart swaps add up

Simple choices can help prevent unwanted weight gain:

- Choose water instead of sugary drinks
- Snack on fruit, yogurt or nuts instead of chips or sweets
- Use smaller plates to help with portion sizes

These small changes can add up over time.

Move in ways you enjoy

Being active doesn't mean you need to go to the gym. Everyday movement counts:

- Take a walk after meals
- Play outside with family
- Stretch, dance or follow short activity videos at home

Even a few minutes at a time can support your health.

Make it a team effort

Healthy habits are easier when everyone is involved. Cooking meals together, planning active time or setting small goals can help keep you motivated.



Talk to your provider about healthy eating and activity habits that are right for you.



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 **1-800-690-1606**, 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.





Member resources

Healthy First Steps®:

1-800-599-5985, TTY 711

uhchealthyfirststeps.com

Get support throughout your pregnancy.

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

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** 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 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。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>**.