



HealthTalk

Your journey to better health



When you are sick or hurt, do you know where to seek treatment?

See page 3 to learn the best place to get the care you need.



Wellness visit

Healthy start

See your provider for an annual wellness visit

Start the year off right by scheduling an appointment with your primary care provider (PCP).

All members of your family should see their PCP once a year for an annual wellness visit. This visit is a covered benefit under your health plan. During the visit, you will get any screenings or vaccines you may need.





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.



Are you feeling down this winter?

Simple ways to help with seasonal depression

Sometimes, people feel sad or tired when the seasons change, especially in winter. This is called seasonal depression or “the winter blues.” You might feel down, want to sleep a lot, or even gain weight. If you notice these feelings, try these easy tips:

- **Move your body:** Exercise can help you feel happier. You could try walking, dancing, swimming, or yoga – anything that gets you moving.
- **Go outside:** Fresh air and sunlight can help you feel better. Go for a walk, play outside, or just sit and enjoy the outdoors.
- **Get good sleep:** Try to go to bed and wake up at the same time every day. Getting enough sleep can help your mood.
- **Check your vitamins:** Sometimes feeling sad can be linked to not having enough vitamin D. Check with your doctor about taking vitamins.

If you still feel depressed, talk to a medical provider or someone you trust.



If you are experiencing a mental health emergency, **call or text** the **988 Suicide & Crisis Lifeline** for support from a trained crisis counselor, 24/7.



Know where to go for care

A guide to your options

When you feel unwell, it can be confusing to know where to go for care. If possible, you should start with your primary care provider (PCP). It is also important to know your other options if your PCP is not available.

Use this guide to help find the right care as quickly as possible.

Situation	Care option
Have a non-emergency health issue or need preventive care?	Primary care provider (PCP) See your doctor. They know your health history and can refer you to a specialist, if needed.
Have a non-emergency health issue and your PCP isn't available?	Convenience care clinic Go to a convenience care clinic, available in larger retail stores, drugstores and grocery stores. Or try a 24/7 Virtual Visit at uhcdoctorchat.com .
Need non-emergency care quickly?	Urgent care Try urgent care. There's no need to make an appointment, and the wait is generally much shorter than the emergency room.
Have a mental health emergency?	Mental health crisis center , or call 988 .
Have a medical emergency?	Emergency room , or call 911 .



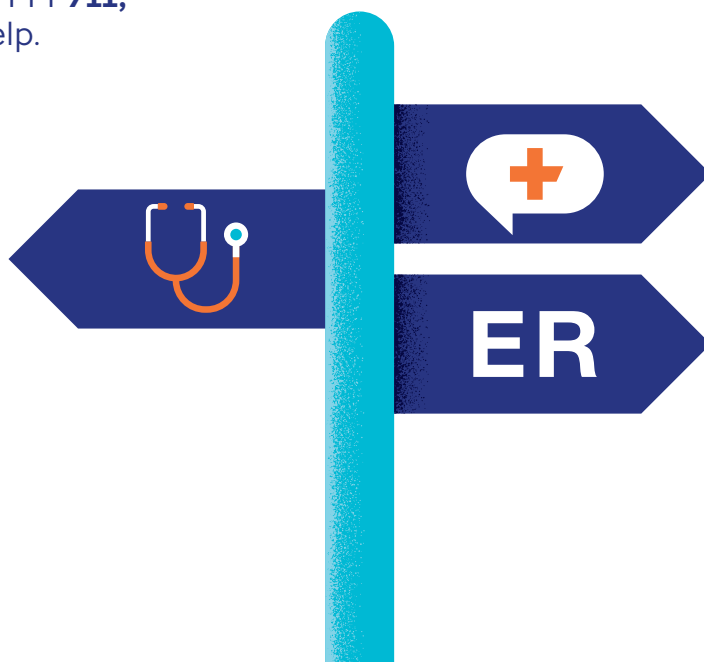
Not sure where to go?

Call NurseLine at **1-800-690-1606**, TTY **711**, to talk with a nurse 24/7 who can help.



Need a new provider?

We can help you find one. Chat with an advocate through myuhc.com/communityplan or the **UnitedHealthcare mobile app**.





Know your body

What is the thyroid, and what does it do?

The thyroid is a small gland in the front of your neck. It makes hormones that help your body use energy, grow, and stay healthy. These hormones help with things like:

- Heartbeat
- Digestion
- Brain and bone growth
- Muscle movement
- Body temperature
- Periods (for girls)

Testing and treatment

Talk to your doctor if you have a concern. They can check your thyroid with a blood test. If something's wrong, they might do more tests or give you medicine to help your thyroid work better.

Thyroid problems

Sometimes the thyroid doesn't work right. Here are some common problems:

- **Hypothyroidism** – thyroid is too slow and doesn't make enough hormones
- **Hyperthyroidism** – thyroid is too fast and makes too many hormones
- **Goiter** – thyroid gets bigger than normal
- **Thyroid cancer** – harmful cells grow in the thyroid



Social determinants of health

Good health involves more than just medical exams and treatments. Everyday essentials like access to healthy food, safe housing, transportation and financial security are crucial. If any are missing, it can have a major impact on your health, well-being and quality of life.

UnitedHealthcare Community Resources can help connect you to programs and resources that offer support at low or no cost, including:

- Home efficiency upgrades
- Transportation assistance for school or work
- Warm blankets and winter clothing



Visit uhc.care/HTCommResources to find help in your area. Or find us in the **UnitedHealthcare app**.



Plan information

Complete your Health Risk Assessment (HRA)

Thank you for being a member of UnitedHealthcare Community Plan. To help us match you with the benefits and services available to you, it is important to complete a short survey when we notify you. It asks simple questions about your health. Your answers will be kept private and won't affect your benefits.





Helping kids feel better

Before using strong medicine

Sometimes kids and teens have big feelings or tough behaviors. Doctors might suggest strong medicine called antipsychotics to help. These medicines can work, but they can also cause problems like weight gain or trouble sleeping.

That's why it's a good idea to try therapy first—or at least start it within 30 days of taking the medicine.

What is therapy?

Therapy helps kids feel better without using medicine right away. It can be:

- Talking with a counselor
- Family or group therapy
- Help from school or community programs

Therapy teaches kids how to handle stress, sadness, or anger. It can work just as well—or even better—than medicine. It also helps doctors and families understand what the child really needs.

Even if medicine is needed, therapy can still help the child feel more supported and make the medicine work better.

If your child is given antipsychotic medicine, ask:

- Can we try therapy first?
- Has my child seen a counselor yet?
- What other help is available?

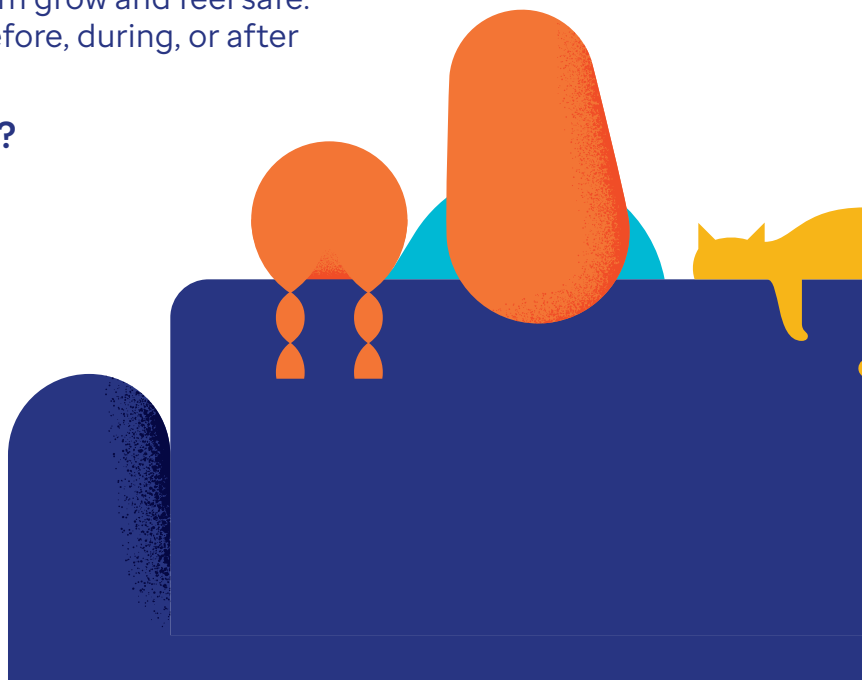
You can talk to your child's doctor, school counselor, or health plan to find services near you.

Every child deserves care that helps them grow and feel safe. Therapy is a strong tool that can help before, during, or after starting medicine.



Need help finding services?

Call Member Services at
1-800-690-1606, TTY 711.





Introducing UnitedHealthcare's Mobile DSP program

Flexible support when you need it

UnitedHealthcare Community Plan offers the Mobile Direct Support Professional (DSP) Program for CHOICES or ECF CHOICES personal care services. This program gives you control over your care by letting you choose the tasks you need and when you want them done.

What is Mobile DSP?

Mobile DSPs are trained professionals who come to your home to complete specific tasks you've selected, such as bathing, dressing, meal prep, or housekeeping.

Why choose Mobile DSP?

- **You're in control:** Pick the tasks you need and how often you want them
- **Flexible scheduling:** Visits are based on your preferences and the DSP's availability
- **Efficient care:** DSPs focus on completing tasks, not staying for a set number of hours
- **No extra cost:** This service is included in your Long-Term Services and Supports (LTSS) benefits

Who can use this program?

Mobile DSP is designed for members who:

- Are enrolled in CHOICES or ECF CHOICES
- Prefer a more independent lifestyle
- Have specific, task-based support needs
- Are comfortable with flexible visit times



How to get started

Talk to your CHOICES or ECF CHOICES Care or Support Coordinator to learn more and see if Mobile DSP is right for you.





Medications

Taking your medicine

Taking medicine can be hard. Sometimes people forget or don't know how to use it. Some think it won't work or are scared to take it. But it's important to take your medicine as directed.

It's okay to have questions. Your doctor or pharmacist can help. They can show you how to use your medicine and explain why it's important. Pill boxes and phone alarms can help you remember.

Taking your medicine as directed helps you stay healthy. We are here to help. Call **1-800-690-1606**, TTY **711** for more information.



Seasonal awareness

Be Winter aware

Consider the Winter months and conditions that may occur in Tennessee which might jeopardize your safety and well-being.



A Winter Emergency Preparedness Home Kit should include items at this site: visit FEMA, The Federal Emergency Management Agency at www.ready.gov



Dental benefits

Renaissance

Renaissance became your Dental Benefit provider on 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

Our Quality Management program

United Healthcare 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 2024 TennCare HEDIS® and CAHPS® highlights. The box compares our results to national averages:



2024 Adult TennCare Medicaid CAHPS® Highlights		
Measure	UnitedHealthcare Community Plan Statewide TN	HEDIS® 2024 National 50th percentile**
Rating of Health Plan*	59.00%	61.18%
Rating of Personal Doctor*	69.54%	70.89%
Rating of all Health Care*	51.52%	57.32%
Rating of Specialist*	64.22%	67.88%
How Well Doctors# Communicate	94.68%	93.57%
2024 Child+ TennCare Medicaid CAHPS® Highlights-General Population		
Rating of Health Plan*	77.42%	71.96%
Rating of Personal Doctor*	81.71%	78.10%
Rating of all Health Care*	73.60%	71.07%
Rating of Specialist*	N/A	72.62%
How Well Doctors# Communicate	93.13%	94.04%

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Health plan goals

2024 TennCare Medicaid HEDIS® Measures				
Measure	UnitedHealthcare Community Plan			HEDIS® 2024 National 50th percentile**
	Middle TN	East TN	West TN	
Women’s Health:				
Breast Cancer Screening (ECDS)***	51.10%	55.50%	54.80%	55.87%
Timeliness of Prenatal Care	67.76%	77.18%	68.38%	86.37%
Postpartum Care	70.82%	77.18%	71.26%	82.48%
Diabetes Care:				
Hemoglobin A1C Control <8%	51.99%	52.68%	53.76%	60.58%
Retinal Eye Exam Performed	51.43%	55.76%	54.33%	56.39%
Diabetic Blood Pressure Control <140/90	62.12%	64.09%	60.40%	71.53%
EPSDT Well Care				
Six or more Well Care Visits in first 15 months of life	74.53%	76.05%	56.48%	63.38%
Two or more Well Care Visits between 15 months and 30 months of life	80.31%	80.03%	68.75%	72.32%
Child and Adolescent Well Care Visits Ages 3-21	62.44%	58.99%	56.23%	55.41%
Completed Childhood Immunizations recommended by 2 years of age (ECDS)***	29.79%	25.29%	17.26%	23.89%
Completed recommended Adolescent Immunization recommended by 13 years of age (ECDS)***	36.88%	32.29%	31.03%	34.14%
Behavioral Health				
Antidepressant Medication Management-Effective Continuation Phase Treatment	59.96%	62.87%	54.91%	46.55%

†Population eligible members were 17 years of age and younger as of 12/31/2024.

*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 2024 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).



Learn more

If you'd like to learn more about quality programs, click on the Reports and Quality Programs link in the Resources menu on uhcprovider.com. A paper copy of our QM Program Description is available upon request. Please call Customer Services at **1-800-690-1606**, TTY **711** for a copy.



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

Renaissance will be your new dental provider as of November 1, 2025.

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.





Member resources

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 ህሆን፣ 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>**.