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# HealthTALK

SUMMER 2020



## Make your family count!

Did you know that the United States is conducting a census? It is important to respond because the census determines how federal money is spent. It also affects how many representatives your state gets in Congress. You can respond online, by phone or by mail. Learn more and respond today at [2020census.gov](http://2020census.gov).



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## Oh, baby!

### Baby Blocks™ becomes part of Healthy First Steps®.

UnitedHealthcare Community Plan's former pregnancy rewards program — Baby Blocks™ — is now part of Healthy First Steps®. The new combined program makes it easier for members to get all of the information they need about pregnancy and being a mom in one place.

To learn more, visit our brand-new website, [UHCHealthyFirstSteps.com](http://UHCHealthyFirstSteps.com). There you will find:

- New and improved educational content.
- Resources.
- Rewards.
- Case management.



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**Take the first step.** Healthy First Steps is a one-stop resource for all things maternity. All pregnant women and moms with children under 15 months can join. For more information, call **1-800-599-5985, TTY 711**. Or visit [UHCHealthyFirstSteps.com](http://UHCHealthyFirstSteps.com).

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Brentwood, TN 37027



istock.com: monkeybusinessimages, Itz

# Subtle changes.

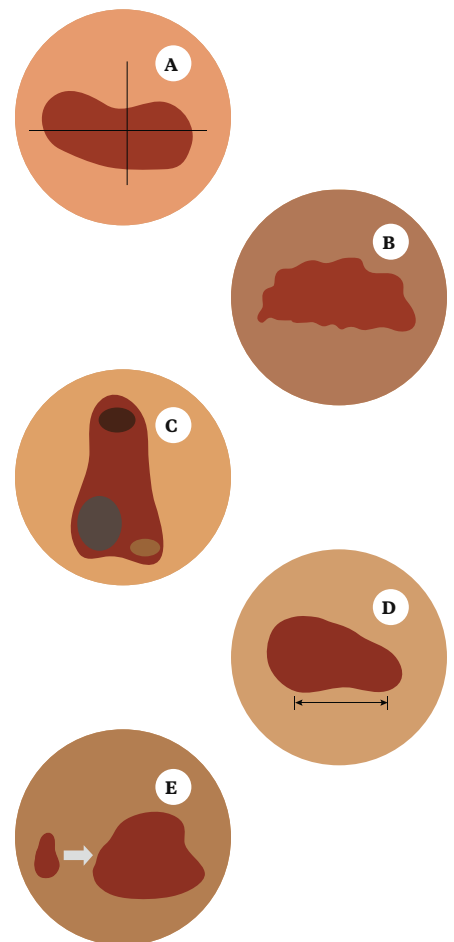
## How to spot skin cancer.

Did you know skin cancer is the most common cancer in the United States? It can affect anyone, regardless of their skin color. The good news is nearly all skin cancers can be treated if they are found early.

Knowing what to look for is important. If you notice a change in a mole or a new spot on your skin, remember your ABCDEs:

- A. Asymmetry:** One half does not match the other.
- B. Border:** Uneven, jagged or poorly defined borders.
- C. Color:** Variety of colors — like brown, tan, red or black — in different areas.
- D. Diameter:** Grows larger than  $\frac{1}{4}$  inch across.
- E. Evolution:** Change in size, shape, color, height or any other trait.

A simple way to protect your skin and reduce your risk of developing skin cancer is by wearing sunscreen when you go outside. Use one that is broad-spectrum, water-resistant and has a sun protection factor (SPF) of 30 or higher. Reapply every 2 hours. This helps protect your skin from the sun's cancer-causing ultraviolet (UV) rays.



**See a specialist.** If you notice any of these subtle skin changes, you should get checked out. Your primary care provider (PCP) can refer you to a specialist. To learn more about your benefits, call Member Services toll-free at **1-800-690-1606, TTY 711**. Or visit our website at **[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**.

# Numbers to know.

## The important phone numbers you might need in an emergency.

Do you know who should be on your emergency contact list? To start, it should include your primary emergency contact, additional contacts (if needed), your physician's name and your pharmacy's name.

If you are in CHOICES, you may also want to include:

- Agencies that provide services in your home, like home-delivered meal providers and your personal care/ attendant care companies' names and phone numbers.
- The phone number for arranging a ride to a medical appointment.
- Your care coordinator's name and phone number.
- NurseLine.
- UnitedHealthcare Community Plan after-hours contact phone number.

We know there are many names and numbers to write down. If you are enrolled in the CHOICES program, we can help. Your care coordinator will assist you in writing down all of these names and numbers to keep in one place.

Remember, it is important to be prepared. Having an emergency contact list is a step in the right direction.



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## The right fit.

### Get help finding a job that works for you.

Are you hesitant to pursue employment because you are worried you may not be able to do the job? Members who receive Employment & Community First (ECF) CHOICES services are able to try out up to 4 jobs based on their interests. Each job visit includes a Situational Observation and Assessment (SOA) service. During this service, you work a volunteer shift in a job that interests you with a nationally certified job coach. The job coach will provide guidance.

This experience allows individuals to try a job to see if they would like to pursue employment in a specific area of interest. It also helps the job coach learn what support the individual may need to be successful on the job.



**Try it out.** If you receive ECF CHOICES services and are interested in this service, please contact your support coordinator or Member Services at **1-800-690-1606, TTY 711.**


# Managing medication.

## Take your medicine as directed.

Sometimes it is hard to take medicine as directed. Some people forget to take it. Sometimes you may not know how to use your medicine. Some people may not take medicine because they think it will not work. Other people may be afraid to take it. Taking your medication as directed is important.

It is OK to have questions. Your care provider or pharmacist can help. They can answer your questions. They can show you how to use your medicine. They can help you understand why it is important to take it.

Pill boxes and phone alarms can help you remember when to take your medicine. Taking your medicine as directed can help you stay healthy.

 **We're here to help.** Call Member Services toll-free at **1-800-690-1606**, TTY 711, for more information.



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## Time to immunize?

### Make sure your child gets all the shots they need.

Getting the vaccines you need — at the right time — is important. Immunizations help protect against preventable diseases. Call your child's primary care provider (PCP) to find out if they are up to date with their immunizations so you can start checking them off. Schedule an appointment right away if your child is due for any of these shots. Check them off as you get them.

Immunizations.	Shots for babies (birth–15 months).	Booster shots for young children (4–6 years).
<b>HepB:</b> Hepatitis B	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>HepA:</b> Hepatitis A	<input type="checkbox"/> <input type="checkbox"/>	
<b>DTaP:</b> Diphtheria, tetanus, pertussis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>Hib:</b> Haemophilus influenzae type b	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>IPV:</b> Polio	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>
<b>PCV:</b> Pneumococcal	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>RV:</b> Rotavirus	<input type="checkbox"/> <input type="checkbox"/>	
<b>MMR:</b> Measles, mumps, rubella	<input type="checkbox"/>	<input type="checkbox"/>
<b>Varicella:</b> Chickenpox	<input type="checkbox"/>	<input type="checkbox"/>
<b>Influenza</b> (yearly)	<input type="checkbox"/>	<input type="checkbox"/>

 **It's your best shot.** If your child is due for a vaccine, schedule a visit with their PCP today. If you need help finding a new provider, we can help. Call Member Services toll-free at **1-800-690-1606**, TTY 711. Or visit our website at [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan).



iStock.com: Osoybstist

# Baby's first dental visit.

## A timeline for your baby's dental health.

Visiting the dentist with your baby for the first time may be overwhelming. However, knowing what to expect can help make the visit a success. Your dental provider may begin by asking about family medical and dental history, eating habits and nutrition.

Next, they will examine your baby's teeth and may apply a fluoride treatment. This is a good time to ask any questions you may have. Your dental provider can offer tips on teething, thumb-sucking and home care. Here is what you can expect for your baby's first year of dental health.

### 0–6 months.

Babies' first teeth usually come in at about 6 months. Baby teeth are very important. Now is the time to develop a good oral health routine at home. You should:

- Use a washcloth with a little water to clean your baby's gums.
- When your baby starts to get teeth, begin to use an infant soft toothbrush. Brush your baby's teeth twice a day using a smear of fluoride toothpaste about the size of a grain of rice.

- Do not put your baby to bed with a bottle. Try a warm bath or rocking them to sleep.
- When your baby gets their first tooth, make an appointment for them to see a dentist.

### 7–11 months.

During this time, your baby will continue to get their upper and lower front teeth. As your baby starts to eat soft foods, include healthy foods, such as fruits and vegetables, in their diet. In addition, be aware:

- The American Academy of Pediatrics recommends that juice should not be given to babies before age 1.
- When feeding your baby, avoid sharing spoons, forks, cups or using your mouth to clean pacifiers or bottles. Germs that cause cavities can be passed from you to your baby.
- Cavities can develop as soon as teeth start to show in the mouth. Check your baby's teeth on a regular basis. Baby teeth should be white and all one color. If you see dark spots or stains, make an appointment with your dental provider right away.



**Teeth time.** Need help finding a dentist or making an appointment? Call **1-855-418-1622** or **TTY/TDD 1-800-466-7566**. Or visit **DentaQuest.com**.

# Breathe better.

## Learn about COPD and how it can be treated.

Chronic obstructive pulmonary disease (COPD) is a long-lasting disease that affects airflow from the lungs. It can be caused by long-term contact with harmful materials such as cigarette smoke. People with COPD are at high risk of developing heart disease or lung cancer. The good news is COPD is treatable with proper care.

Signs of COPD often don't appear until lung damage has happened, and they usually worsen over time, mainly if smoking continues. Signs of COPD may include:

- Shortness of breath.
- Wheezing.
- Chest tightness.
- A long-lasting cough.
- Repeat lung infections.

Medicines that help relax the airways are commonly used to treat COPD. By relaxing these muscles, the airway becomes larger and allows air to pass through the lungs easier. There are several treatment options to help you breathe better and help you quit smoking. If you have COPD, talk to your doctor about what treatment is right for you.



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## Ready to quit?

We all know that smoking or using any type of tobacco is bad for our health. If you think you may want to quit smoking, help is available.

People who have support tend to be more successful with making a lifestyle change, such as quitting smoking. By calling the Tennessee Tobacco Quitline, you can get help to quit for good. You will:

- Receive a free Tobacco Quit Kit.
- Work with a Quit Coach for free.
- Learn to deal with tobacco cravings and other challenges.

Even if you used tobacco for years, there are many benefits to quitting now. These can include:

- Improved circulation.
- Decrease in fatigue and shortness of breath.
- Risk of having a heart attack is reduced by half.



**Get help.** Call **1-800-QUIT-NOW (1-800-784-8669)** for free help with quitting smoking. Lines are open Monday through Friday and offer both English and Spanish. You can also visit the Tennessee Tobacco Quitline website at [tnquitline.org](http://tnquitline.org).



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istock.com: adamkaz

# Your diabetes risk.

## Risk factors you may not know about.

Diabetes is a chronic health condition. It affects how your body turns food into energy. In the United States, over 34 million people live with diabetes. Many of them may not even know it. Within the past 20 years, the number of American adults with diabetes has more than doubled. This has happened as people live longer and become overweight.

You are at risk for developing type 2 diabetes if you:

- Are over 45 years old.
- Are overweight.
- Have a family history of diabetes.
- Don't get enough physical exercise.
- Are pregnant (known as gestational diabetes).

People with diabetes are more likely to have other chronic illnesses. These can include heart disease, stroke, kidney disease and kidney failure. To find out if you have diabetes, your doctor will give you one or more blood sugar tests.



**Know your risk.** If you think you may be at risk for developing diabetes, talk to your doctor today. If you need help finding a new doctor, call Member Services toll-free at **1-800-690-1606, TTY 711.**

## How to report potential discrimination.

Anyone who feels they have been discriminated against or that they have witnessed discriminatory practices is encouraged to file a complaint. There are 3 ways for members to file a complaint:

1. Call Member Services toll-free at **1-800-690-1606, TTY 711.**
2. TennCare members may submit a complaint in writing. You can find the complaint form in your Member Handbook along with instructions on where to mail it.
3. Use our new, real-time online discrimination complaint form. It is available in English, Spanish and Arabic at [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://tn.gov/tenncare/members-applicants/civil-rights-compliance.html).



istock.com: Forerniakowski

## Practice prevention.

Preventive care is care that helps stop health issues before they start. It includes health services like screenings and checkups. It might also include vaccines, lab tests, physical exams and prescriptions. These services are used to prevent illnesses, disease and other health problems. Preventive health care can help you and your children stay healthier throughout your lives.

A routine checkup lets your primary care provider (PCP) find potential health problems before you feel sick. Getting suggested preventive services and making healthy lifestyle choices are key steps to good health and well-being.



**Stay healthy.** Learn about preventive care for you and your family. Ask your PCP what health care you and your family need to stay healthy.



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# Long-term management.

## Understanding chronic illness.

Learning to understand a chronic condition can be very hard. However, if you have a chronic condition, learning about it can be very helpful. There are many ways to learn more about your body.

Your doctor plays a big role in teaching you and your family or caretakers about your illness. They can tell you about local services that can help. Use these tips at your next doctor's visit to improve your understanding:

- Ask plenty of questions. Your doctor should welcome questions.
- Keep a notebook and pen handy. Take notes during your doctor visits. If you are unable, ask a friend to take notes.
- Look for information in more than one place. At your doctor's visit, look for easy-to-read articles, videos, drawings and local services.



**Online resources.** UnitedHealthcare Community Plan provides useful information to its members. Please visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) to find member resources and other helpful information on your journey to a healthier you.

# Stress relief.

## Tips for teens dealing with stress.

Everyone knows being a teenager comes with stress. Stress can be caused by schoolwork, bullying, family problems, moving or the death of a family member/friend. Stress is the body's way of reacting to a situation or an event. And some stress is normal. However, chronic stress can affect you physically and emotionally. Symptoms may include feeling sad or tired, headaches, bad eating habits, upset stomach or not being able to concentrate.

If you are feeling stressed, you need to take care of yourself. Some tips to lower stress levels include:

- Spending time with positive friends and family.
- Getting plenty of sleep.
- Learning to relax.
- Asking for help when needed.
- Eating healthy meals.
- Exercising.



**De-stress.** To learn more about your behavioral health benefits, call Member Services toll-free at **1-800-690-1606**, **TTY 711**.



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# Who to call.



## Numbers to know.

UnitedHealthcare wants to hear from you. We are available to help you better understand your health plan. You can ask for help or voice an opinion. You will reach the right person to help you with questions and concerns. Answering your questions and hearing your input is important to us.

### UnitedHealthcare Resources

#### Member Services

**1-800-690-1606**

If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY/TDD number is **711**. Hay una línea telefónica en español para los consumidores hispanos de TennCare. Llame a los Servicios al Miembro al **1-800-690-1606** para más información.

#### Our Websites

**[myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)**  
**[UHCommunityPlan.com](http://UHCommunityPlan.com)**

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. Find out about Healthy First Steps® and other programs. Get a discrimination complaint form.

#### 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.

#### Transportation

**1-866-405-0238**

Get non-emergency transportation to your health care visits.

#### Healthy First Steps®

**1-800-599-5985, TTY 711**

**[UHHealthyFirstSteps.com](http://UHHealthyFirstSteps.com)**

Get support throughout your pregnancy.

#### Diaper Rewards Program

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

Give us a call to find out how you can receive coupons for free diapers by going to the doctor for your postpartum visit and your baby's regular checkups.

#### MyHealthLine™

Don't have a mobile phone? Call Member Services to learn more about Lifeline, a no-cost federal phone program.

### TennCare Resources

#### DentaQuest

**1-855-418-1622**

**[DentaQuest.com](http://DentaQuest.com)**

DentaQuest provides dental care for members under age 21.

#### Civil Rights Compliance

**[tn.gov/tenncare/members-applicants/civil-rights-compliance.html](http://tn.gov/tenncare/members-applicants/civil-rights-compliance.html)**

Report potential discrimination.

#### Health Insurance Exchange

**1-800-318-2596**

**[Healthcare.gov](http://Healthcare.gov)**

Apply for TennCare.

#### 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. They can help you understand your plan and get treatment.

#### TennCare Connect

**1-855-259-0701**

Get help with TennCare or report changes.

### Community Resources

#### Care4Life

**[Care4Life.com](http://Care4Life.com)**

Get free text messages to help manage diabetes.

#### Text4Baby

Get free text messages to help you through pregnancy and your baby's first year. Text **BABY** to **511411** or register at **[text4baby.org](http://text4baby.org)**.

#### Tennessee Suicide

Prevention Network

**1-800-273-TALK**

**(1-800-273-8255)**

**[TSPN.org](http://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.

#### Tennessee Tobacco Quitline

**1-800-QUITNOW**

**(1-800-784-8669)**

**[TNQuitline.org](http://TNQuitline.org)**

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 Department

of Human Services

**1-615-743-2000**

Family Assistance Service  
Center Help Desk

# COVID-19



## Important Message from UnitedHealthcare on Coronavirus (COVID-19)

Your health and wellbeing is our number one priority. That's why we want to make sure you stay informed about Coronavirus (COVID-19). We're working with and following the latest information from the Centers for Disease Control and Prevention (CDC). We're also in touch with state and local public health departments. For the most up-to-date information and resources about prevention, coverage, care and support please visit [UHCCommunityPlan.com/covid-19](https://UHCCommunityPlan.com/covid-19).

## How can I protect myself from COVID-19?

The best way to prevent illness is to avoid being exposed to this virus. As with any potential illness, like the flu, it is important to follow good prevention practices, including:

- Hand washing with soap and water for 20 seconds or use of alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Try to stay away from people who might be sick.
- Do not share cups or eating utensils with people who are sick.
- Clean and disinfect often touched surfaces.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash.
- While a flu shot does not stop COVID-19, it's still good to protect yourself against the flu. Contact your primary care provider and schedule your flu shot.

## Stay informed on the latest advice:

- For the most updated information about COVID-19, visit the CDC's COVID-19 page [cdc.gov/coronavirus/2019-ncov](https://cdc.gov/coronavirus/2019-ncov)



## Five steps to wash your hands the right way

Handwashing is one of the best ways to protect yourself and your family from getting sick. During the COVID-19 pandemic, keeping hands clean is especially important to help prevent the virus from spreading.

Washing your hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from your home and workplace to childcare facilities and hospitals.

### Follow these five steps every time

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Learn more about regular handwashing at [cdc.gov/handwashing](https://www.cdc.gov/handwashing).

**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 1-800-690-1606 (TTY 711).

**Kurdish: كوردی**

ئاگاداری: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆزایی، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-690-1606 (TTY 711) بکە.

**Arabic: العربية**

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-690-1606 رقم هاتف الصم والبكم (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 1-800-690-1606 (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 1-800-690-1606 (TTY 711).

**Korean: 한국어**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606(TTY 711)번으로 전화해 주십시오.

**French: Français**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-690-1606 (TTY 711).

**Amharic: አማርኛ**

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 800-690-1606 (TTY 711).

**Gujarati: ગુજરાતી**

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-690-1606 (TTY 711).

**Laotian: ພາສາລາວ**

ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-690-1606 (TTY 711).

**German: Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-690-1606 (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 1-800-690-1606 (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 काल करें।

**Serbo-Croatian: Srpsko-hrvatski**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-690-1606 (TTY 711).

**Russian: Русский**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-690-1606 (TTY 711).

<p><b>Nepali:</b></p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>	<p><b>नेपाली</b></p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>
<p><b>Persian:</b></p>	<p>توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-690-1606 (TTY 711) تماس بگیرید.</p>

- 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 1-800-690-1606. 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, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, 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:**

<p><b>TennCare Office of Civil Rights Compliance</b></p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: <b>HCFA.Fairtreatment@tn.gov</b></p> <p>Phone: <b>855-857-1673</b> TRS: <b>711</b></p> <p>You can get a complaint form online at: <b><a href="https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf">https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf</a></b></p>	<p><b>UnitedHealthcare Community Plan</b></p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: <b>800-690-1606</b> TTY: <b>711</b></p> <p>You can get a complaint form online at: <b><a href="http://www.tn.gov/hcfa/article/civil-rights-compliance">http://www.tn.gov/hcfa/article/civil-rights-compliance</a></b></p>	<p><b>U.S. Department of Health &amp; Human Services</b></p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: <b>800-368-1019</b> TDD: <b>800-537-7697</b></p> <p>You can get a complaint form online at: <b><a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a></b></p> <p>Or you can file a complaint online at: <b><a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a></b></p>
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## Reporting Fraud and Abuse:

### English:

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 1-800-433-3982 or go online to <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

### Spanish:

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al 1-800-433-3982. O visítenos en línea en <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. Para reportar fraude o maltrato de un paciente por parte de un proveedor a la Unidad de Control de Fraude Médico de la Oficina de Investigación de Tennessee (Tennessee Bureau of Investigation's Medicaid Fraud Control Unit, TBI MFCU), llame gratis al 1-800-433-5454.