



HealthTALK

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WINTER 2020



Did you know?

According to the Centers for Disease Control and Prevention, more than 1 million people in the United States had HIV at the end of 2016. Of those people, about 14 percent did not know they had it.



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A healthy start.

Schedule your 2020 annual well visit.

Checkups aren't just for kids. Get off to a good start this year by scheduling an appointment with your primary care provider (PCP).



All the members of your family should see their PCP once a year for a well visit. You will get any tests or shots that are needed. Your PCP can look for problems that often don't have symptoms.

Your PCP is your partner in health. An annual well visit gives you the chance to talk to them about what's important to you. Tell them about any health concerns you have. Ask questions. Together, you can make a plan and take charge of your health.



Need a new PCP? We can help you find a provider who is a good fit for you. Visit myuhc.com/CommunityPlan or call Member Services toll-free at **1-800-690-1606, TTY 711**.

iStock.com: Scaar1984

UnitedHealthcare Community Plan
8 Cadillac Drive, Suite 100
Brentwood, TN 37027

CSTN20MC4647475_000

AMC-055-TN-CAID



Verify your visit.


EVV tablets for CHOICES members.

If you're enrolled in CHOICES and you get Home and Community-Based Services (HCBS) like Attendant Care, Personal Care or In-Home Respite, you must use an Electronic Visit Verification (EVV) tablet.

- The EVV tablet lets your agency workers check in and out of visits. This also helps to track that you get the services outlined in your Person-Centered Support Plan.
- You can complete an EVV Member Survey on the tablet to give us feedback about your agency or agency worker.
- Your agency worker can complete an EVV Provider Survey to give us feedback about you or your care.

It's important for the agency worker to have access to the EVV tablet before and after each visit. Make sure it's plugged in and charged when they arrive.

If you're not eligible for an EVV tablet, the agency worker may ask to check in or out using your landline or cell phone. If you're enrolled in Consumer Direction, your worker will have an application on their personal device.

 **Have questions?** Contact your Care Coordinator for more information about EVV Tablets.

Day by day.

Things to know when you're feeling down.

It is normal to feel sad or down at times. Chronic health problems are often difficult to deal with. Take it one day at a time. Here are some tips to help make it easier to deal with your condition and stay emotionally healthy:

- **Get answers.** The unknown can be scary. Talk to your health care team about your concerns. Learn new ways to deal with your condition. Knowledge is power.
- **Keep busy.** Do things you like. Staying busy will help you feel productive. Your mood will improve.
- **Stay present.** Try not to withdraw from friends and family. These people in your life can be a great support to you — even if you do not always feel like talking to them.
- **Find support.** At times, it is easier to talk to someone who really knows what you are going through. Find others with firsthand knowledge, and start talking. Join a support group and feel better.



We're here for you. If you want help finding someone you can talk to about your feelings, call us. We can help you find the right support for you. Call Member Services toll-free at **1-800-690-1606, TTY 711.**



Abuse can happen to anyone.

Domestic abuse affects millions of women, men and children each year. It occurs when one person in a relationship tries to control another. It can happen to anyone. It doesn't matter if you are young or old, male or female, gay or straight, rich or poor, black or white.

Abusers may physically hurt their victims. But abuse isn't always physical. They can also do other things to make you afraid. They may keep you from seeing friends or family, or not let you have enough money. You may be a victim of domestic abuse if your partner or caregiver:

- Hurts you with words or physical force.
- Uses sex to hurt you.
- Uses money to control you.



Get help. If you are being abused, call the National Domestic Violence Hotline at **1-800-799-SAFE (7233), TTY 1-800-787-3224**. Help is free and confidential. If you are in immediate danger, call **911**. You can also learn more about domestic violence at **thehotline.org**.

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Rest easy.

Treating cold and flu symptoms.

Flu and cold season is in full swing. These illnesses often come on suddenly in the cooler months.

The flu can cause a cough, a sore throat and a stuffy nose. You might also have a fever and feel achy and tired. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Follow these tips for a more comfortable recovery:

- Take a fever reducer/pain reliever.
- Get plenty of rest.
- Drink lots of water.
- Stay home from work or school to keep from giving the illness to others.



Know your provider. See your primary care provider (PCP) for a checkup before you get sick. Need to find a new PCP? Visit **myuhc.com/CommunityPlan** or call Member Services toll-free at **1-800-690-1606, TTY 711**.



Before baby.

Are you thinking about becoming pregnant? To have a healthy pregnancy and baby, it's important to take care of your health before you get pregnant. Planning for a baby is the perfect time to:

- Quit smoking or taking recreational drugs.
- Cut down on alcohol and caffeine.
- Get chronic health conditions under control.
- Eat healthier foods.
- Exercise more.
- Start taking a prenatal vitamin containing folic acid, calcium and iron.
- Find out if genetic testing is right for you.

Once you are pregnant, it's important to have regular checkups with your doctor. You should have your first visit before your 12th week of pregnancy.

iStock.com: kimkole

Our Quality Management program.

UnitedHealthcare 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®) and Consumer Assessment of Healthcare Providers & Systems (CAHPS®). HEDIS and CAHPS results are given in a national report card. Below you will find our 2019 TennCare HEDIS and CAHPS highlights. It compares our results to national averages.

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS® 2019 National 50th percentile* *
2019 Adult CAHPS® Highlights				
Rating of Health Plan*	71.87%	70.98%	68.31%	61.38%
Rating of Personal Doctor*	70.59%	73.52%	71.11%	67.75%
Rating of All Health Care*	60.64%	57.23%	59.02%	54.96%
Rating of Specialist*	70.86%	68.09%	65.28%	67.73%
How Well Doctors Communicate#	92.94%	91.86%	89.63%	92.04%
2019 Child* CAHPS® Highlights — General Population				
Rating of Health Plan*	79.91%	78.96%	77.06%	72.03%
Rating of Personal Doctor*	81.17%	74.35%	74.43%	77.80%
Rating of All Health Care*	74.07%	77.44%	74.91%	71.06%
Rating of Specialist*	N/A	N/A	N/A	74.17%
How Well Doctors Communicate#	92.72%	92.36%	92.52%	94.13%
2019 HEDIS® Measures				
Women's Health				
Breast Cancer Screening	41.58%	48.71%	43.13%	58.79%
Timeliness of Prenatal Care	77.86%	86.86%	81.27%	83.76%
Postpartum Care	61.07%	65.69%	53.53%	65.69%
Diabetes Care				
A1C Level Testing	84.42%	84.91%	82.96%	88.55%
Retinal Eye Exam Performed	51.13%	52.88%	50.30%	58.88%
Diabetic Blood Pressure Control <140/90	67.59%	66.63%	54.79%	63.90%
Monitoring for Kidney Disease	87.94%	90.31%	89.11%	90.15%
Behavioral Health				
Antidepressant Medication Management — Effective Continuation Phase Treatment	29.86%	37.74%	27.37%	36.57%

+Population eligible members were 17 years of age and younger as of 12/31/2018.
 *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® 2019 NCQA 50th percentile.
 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 would like to know more about our quality programs, visit UHCCCommunityPlan.com. A paper copy of our QM program description is available upon request. Please call Member Services toll-free at **1-800-690-1606, TTY 711**, for a copy.

Stop tooth decay.

Ask your dentist about SDF.

Silver Diamine Fluoride (SDF) is a liquid painted on teeth to stop tooth decay. SDF can help delay the need for procedures such as drilling to fill a cavity. Compared to a traditional filling, this treatment is fast, painless (no shots) and comfortable for the patient. If you have a young child with lots of cavities, ask your dentist about SDF as an alternative to treatment under general anesthesia in the hospital.

To apply SDF, the dentist simply paints it on a cavity. The solution sits on the tooth and can dry. Dentists advise patients not to eat or drink for at least 1 hour.

How does SDF work? It is made up of 2 main ingredients: silver and fluoride. Silver acts to kill bacteria or stop them from growing. Fluoride stops tooth decay and helps prevent additional decay from appearing.

Early prevention is the key to good oral health care. It also helps your child to have a good dental experience.



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



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Explore opportunities.

ECF CHOICES offers pre-employment services.

“What do I want to do for a living?” This question comes up at least once in a lifetime. For people enrolled in Employment and Community First (ECF) CHOICES, there are services that let them explore employment and discover where they may want to work.

Exploration and Discovery are pre-employment services through the ECF CHOICES program that have helped many on their paths to employment.

- **Exploration** is a service that helps ECF CHOICES members decide whether or not they want to be employed. They work with a job coach to learn what jobs are available based on their interests. They also can talk about any fears they have. That way, they are able to make an informed choice and decide if they want to be employed.
- **Discovery** is a service that helps ECF CHOICES members who want to work, but may not know what they want to do or what supports are needed on the job. They work with a job developer to find the right fit and make sure they have the supports needed for success.



Follow your heart. For more information about Exploration and Discovery services through ECF CHOICES, contact Member Services toll-free at **1-800-690-1606, TTY 711**.

Chipotle black bean chili.

Try this easy slow-cooker recipe for a weeknight dinner. It can be assembled the night before.

Ingredients.

- 1½ lbs. hot Italian turkey sausage
- 2 14 oz. cans reduced-sodium chicken broth
- 1 16 oz. jar mild or medium chunky salsa
- 1 15 oz. can black beans, rinsed and drained
- 2 c. loose-packed frozen diced hash brown potatoes with onions and peppers
- 1–2 chipotle peppers in adobo sauce (from can), finely chopped
- 2 tsp. chili powder
- 1 tsp. dried oregano
- 1 tsp. ground cumin

Instructions.

Grill sausage until no longer pink in the middle. Cool. Cut into bite-sized pieces. In a 4- to 5-quart slow cooker, add sausage, broth, salsa, beans, potatoes, peppers, chili powder, oregano and cumin. Cover; cook on low 7 to 8 hours or on high for 3½ to 4 hours.



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Sleep tight.

It's important for teens to get enough sleep.

Sleep is food for the brain. Unfortunately, most teens do not get enough sleep. Sufficient sleep (8 to 10 hours) is a key part of a staying healthy. Going without sleep makes you feel bad. Getting good sleep makes you feel energetic.

You may have certain habits that prevent you from getting the right amount of sleep. These include:

- Drinking soda or energy drinks.
- Very little exercise.
- Using computers 3 or more hours each day.
- Watching TV in bed.
- Feeling sad or hopeless.
- Stress.

You may not even realize all the benefits you gain from sleeping. For example, learning and memory are affected based on the amount of sleep you get. It's harder for your brain to take in and retain new information with too little sleep. Sleep is needed to process this information. In addition, your heart, weight and mood also benefit from proper sleep.

What can you do to improve your sleep habits? The National Sleep Foundation suggests:

- Go to bed and get up at the same time each day.
- Sleep in a quiet, dark room at a comfortable temperature.
- Only use your bed for sleeping.
- Do not eat large meals before bedtime.
- Make sleep a priority.



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Your total health.

People can have more than one kind of illness at the same time. People who have mental health conditions can also have a medical disorder. People who have medical disorders often have mental health conditions, too. It is very important to make sure you are getting the right care.

Your primary care provider (PCP) may be the first to notice if you have symptoms of a mental health condition. They may suggest that you see a behavioral health provider. A therapist or psychiatrist may be the first to notice symptoms of a physical health condition. They may recommend that you see your PCP.

If you have a mental health issue, you may feel uncomfortable seeing your PCP. Some people with mental health issues may go to a mental health hospital. This may be the only time they see a doctor. The doctor should suggest scheduling an appointment with a PCP.

Before your doctors share any information, they will ask you to sign a permission form. You don't have to sign it. If you don't, no one can talk about your treatment. If you do give your OK, remember that strict privacy laws protect all information.

It is important to take care of all of your health problems. The best way to start is by sharing information. Tell your PCP about any other doctors who may be treating you. Allow them to coordinate the best care for your total health.

Medication safety.

Tips for storing your prescriptions.

Medication safety isn't just about taking the right pill and dose at the right time. Medication safety is also about how you store medications in your home. Follow these simple steps to keep you and your loved ones healthy.

- Store medications in a safe place that is out of sight. The majority of people who abuse medications get pills from friends and family, often without their knowledge.
- Choose one person you trust to know what medications you take and where they are stored.
- Safely discard medications you are no longer using. You can do this by dropping them off in designated drug take-back locations sponsored by pharmacies around the state. You can also place your unwanted or unused medications in a plastic bag with cat litter and throw them in the trash.

These steps may sound simple, but they are effective in keeping your medications safe.



iStock.com: Sezeryadigar

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
UHCCommunityPlan.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

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

DentaQuest provides dental care for members under age 21.

Health Insurance Exchange

1-800-318-2596

Healthcare.gov

Apply for TennCare.

TennCare

1-615-743-2000

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

Get free text messages to help manage diabetes.

KidsHealth®

KidsHealth.org

Get trusted kids' health information written for parents, children or teens.

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**.

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.

Tennessee Tobacco Quitline

1-800-QUITNOW

(1-800-784-8669)

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

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: کوردی

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 ደደውሉ 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>Nepali:</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>	<p>नेपाली</p> <p>ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क उपलब्ध छन्। 1-800-690-1606 (TTY 711) मा फोन गर्नुहोस्।</p>
<p>Persian:</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>TennCare Office of Civil Rights Compliance</p> <p>310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov</p> <p>Phone: 855-857-1673 TRS: 711</p> <p>You can get a complaint form online at: https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 800-690-1606 TTY: 711</p> <p>You can get a complaint form online at: http://www.tn.gov/hcfa/article/civil-rights-compliance</p>	<p>U.S. Department of Health & Human Services</p> <p>Office for Civil Rights 200 Independence Ave SW Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 TDD: 800-537-7697</p> <p>You can get a complaint form online at: http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</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.