



# Health Talk

Your journey to better health



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Summer 2023

United  
Healthcare  
Community Plan

## Renew today

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



## Healthy eating

# What's in season?

## How to find cheaper fruits and vegetables

Summer is when fresh fruits and vegetables are at their best. Here are some places you can shop to save money on them:

- **Farmer's markets.** Many have low prices and accept benefits like SNAP or WIC cards. Also try buying from roadside stands.
- **Online services like Misfits Market and Imperfect Foods.** They deliver fresh produce at lower prices.
- **Community supported agriculture (CSA).** Joining a CSA can get you a big box of fresh vegetables at a set price every week.



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## Medicaid plans

# Keep your coverage

## Be sure to renew your Medicaid eligibility

Medicaid is a state program. Every state has different rules. One rule they share is that members need to renew each year. You will need to provide information to your state. This will help them decide if you or your family members can still have Medicaid.

Your state will tell you when to renew. They may call it recertification or redetermination. Make sure they can reach you. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your plan.

During the COVID-19 emergency, Medicaid was expanded. The emergency has ended. Some states are going back to lower income caps for Medicaid. This means you may no longer

be able to keep Medicaid. If you can't, you may be able to get health care through the ACA Marketplace or your job. Find more information at [uhc.com/staycovered](https://www.uhc.com/staycovered).

## Renew today

Are you a TennCare member? Renewals are starting soon. Don't risk a gap in your health insurance. Verify your contact information today. Online is faster using [tenncareconnect.tn.gov](https://www.tennconnect.tn.gov). But you can also call **1-855-259-0701** or use the TennCare app on Apple or Google Play.



**Men's health**

# Preventive care to keep you healthy

Men face some unique health problems that don't affect women. But many of the top causes of death in men are preventable. You can work with your doctor to control some risk factors. You can also lower your risk with lifestyle. See your doctor every year for a checkup. Ask what screenings and vaccines you are due for.

|                            | Preventive Care                                                                                       | Lifestyle                                         |
|----------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <b>Heart disease</b>       | Get your blood pressure and cholesterol checked. If high, work with your doctor to lower them.        | Exercise. Don't smoke. Eat a balanced diet.       |
| <b>Diabetes</b>            | Have lab tests for glucose and A1C. If high, work with your doctor to lower them.                     | Keep a healthy weight. Limit sugar.               |
| <b>Cancer</b>              | Get screened for prostate, skin and colorectal cancer. Ask if lung cancer screening is right for you. | Don't smoke. Limit alcohol. Eat high-fiber foods. |
| <b>Infectious diseases</b> | Get immunized. Get checked for hepatitis and HIV.                                                     | Practice safe sex.                                |



**Quit vaping**

# Put down that vape

## E-cigarettes are as unhealthy as regular cigarettes

A 2022 study<sup>1</sup> found that more than 2.5 million teenagers use e-cigarettes, or vapes. This is about 14% of high schoolers and 3% of middle schoolers. Of those, 1 in 4 vape every day, and 85% use flavored products.

People often think e-cigarettes are safer than regular cigarettes. This is not true. Both contain nicotine, which is addictive. One Juul pod has as much nicotine as a whole pack of cigarettes.

E-cigarettes also have toxic chemicals that can damage your child's lungs and brain. Some vaping devices look like USB drives or pens, making it easier for your child to hide them.

Vaping is dangerous for adults, too. While it has some of the same long-term risks as cigarettes, it can also cause sudden lung damage in people of any age. This can be permanent or deadly.

<sup>1</sup> Centers for Disease Control and Prevention (CDC), 2022.





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## Mental health

# Follow-up care

## Do you know what to do after leaving the emergency department for a mental health emergency?

There may be times when you find yourself in a mental health crisis. The emergency department (ED) may seem like your best option to get help. Once you are discharged home, it is important that you take the next step and contact your outpatient treatment provider. Tell them about your recent ED visit to better coordinate your care.

- **Who:** Anyone discharged from the ED due to a mental health emergency
- **Where:** Your outpatient or Tennessee Health Link provider
- **When:** ASAP or no later than 7 days following your ED visit
- **Why:** Seeing your outpatient provider within 7 days — or shortly after your ED visit — can reduce your need for another ED visit and improve your mental and physical health

## Transportation

# Need a ride?

## We can help

If you need a ride to and from your medical visits, call the Tennessee Carriers, Inc. Call Center. The phone number is **1-866-405-0238**, TTY **711**. They can also help with rides to and from other covered service visits.

To schedule a ride, call at least 3 business days before your appointment. If you have an urgent visit, it may also be covered. But you will need to talk with your provider or case manager to get help to get the ride approved.

Approval and scheduling for eligible services includes:

- Fixed route (public transportation) and other multi-passenger vehicles
- Reservations for recurring appointments (subscription)
- Getting paid back for the number of miles you drove to your visit

All this is available through the Call Center. Members must use transportation appropriately. This means complying with TennCare rules like notifying the Call Center if you are unable to use your ride for your scheduled service according to the no-show policy.





## Dental health

# Game on

## Protect your child’s teeth during sports

Did you know that your child should wear a mouthguard while playing sports? A mouthguard is a soft plastic protector made to fit over the top teeth. Mouthguards protect the teeth, face, lips, tongue and jaw from injury.

Mouthguards should be worn while playing:

- Football
- Basketball
- Soccer
- Softball
- Most other sports

You should take care of your child’s mouthguard in between games. Here’s how:

- Wash and rinse with cool soapy water.
- Allow to dry completely.
- Store in a container with small holes to allow venting.
- Do not leave mouthguards in the sun or soak in hot water.
- Check mouthguards for cracks or tears. Replace if needed.

Ask your child’s dentist what type of mouthguard is right for your child.

## Routine vaccinations

# Don’t wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It’s important for their health, and their school may require it.

One of the things the doctor will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their

baby immunizations, there are more needed for school-age kids, such as:

- **COVID-19 and Flu:** Recommended each year
- **Tdap:** Age 11–12
- **HPV:** Age 11–12
- **Meningococcal:** Age 11–12 and age 16



**See your provider.** Does your child have an appointment for their back-to-school checkup? If not, call today to make one.



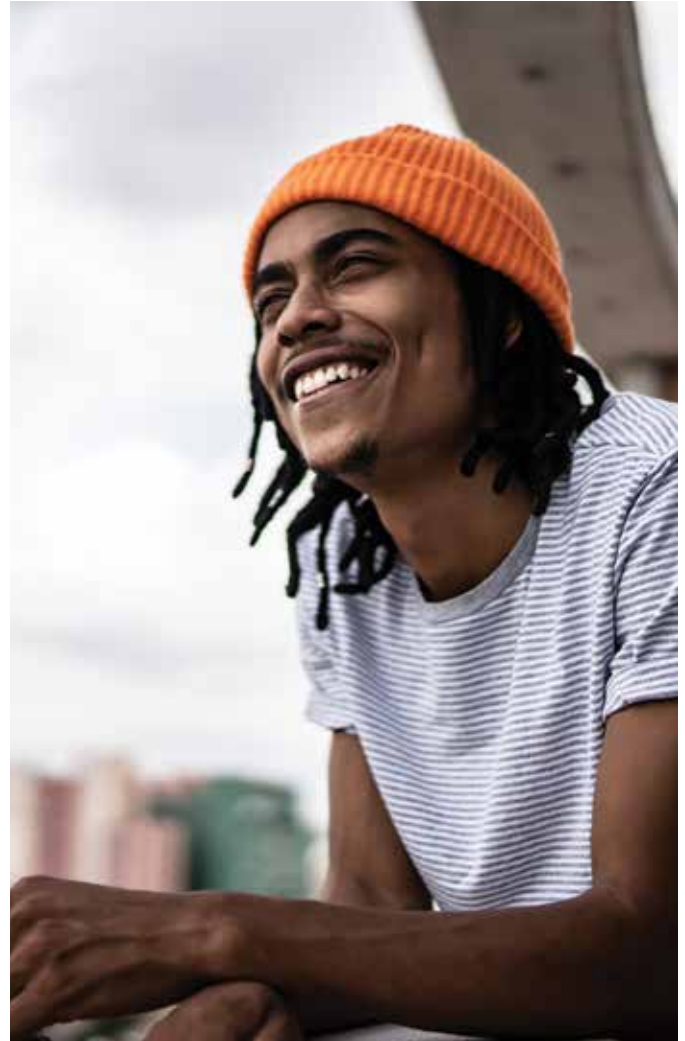
# Moving forward

## Certified peer recovery specialists help members in the community

The Recovery and Resiliency team has certified peer recovery specialists who go into the community. These specialists have personal experiences with mental illness or substance use. They can share this with our members. They can also share resources, provide education and create action plans to help members move forward in their recovery.

Sissy Spain is our certified peer recovery specialist in the West. Sissy met a 19-year-old male in supportive housing in Memphis. The member had left high school but wanted to go back. UnitedHealthcare has a program to help members get their GED, but the member really wanted to go back to school. The member got a special education diploma and is happy with that.

Today, the member works 10 hours a week at Pizza Hut and receives Social Security benefits. He is also on a waiting list for independent housing through the Housing Authority. The member regularly goes to groups about budgeting, daily living skills, communication, transportation and more. He always helps staff and other residents. He is working on his recovery plan with a positive approach and an open mind.



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### Member handbook

## Membership, benefit and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting [myuhc.com/communityplan](https://myuhc.com/communityplan). Want a printed copy of the Member Handbook? Call Member Services at **1-800-690-1606**, TTY **711**, to ask for a copy to be mailed to you.





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## Disability rights

# Beneficiary Support System

Disability Rights Tennessee (DRT) partners with TennCare. DRT helps people enrolled in the CHOICES, Employment and Community First (ECF) CHOICES and Katie Beckett programs. They also help people who want to enroll. This is called the Beneficiary Support System.

Here are some ways the Beneficiary Support System can help you:

- Explain TennCare member rights and responsibilities
- Answer questions about TennCare programs
- Talk with TennCare for you
- File and find answers to concerns or complaints
- File appeals or find out about an appeal you've filed
- Connect you to help, so you can apply for CHOICES, ECF CHOICES or Katie Beckett
- Answer other questions about your TennCare benefits or community support

After you contact DRT, your issue will be reviewed by a benefit specialist. Here's what can happen next:

- You may get information and resources to help solve your issue.
- Benefit specialists may begin working to help solve your issue.
- You may be referred to TennCare, your TennCare health plan or someone else for next steps. DRT can help with these next steps.

There is no cost for any services. DRT has interpreter services, translation services and other aids available. Tell DRT if you need this kind of help.



**Learn more.** You can call DRT at **1-888-723-8193**. Or visit **Itsshelptn.org** or send an email to **benefitshelp@disabilityrightstn.org**.



## Member Resources

# Here for you

## UnitedHealthcare Resources

### Member Services

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

Find a provider, ask benefit questions or get help scheduling an appointment, in any language.

### Our Website

**[myuhc.com/communityplan](https://myuhc.com/communityplan)**

Use the online provider directory. Download a copy of your Member Handbook. Read this member newsletter online in English or Spanish. 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

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. To schedule your next ride, call **1-866-405-0238**.

### Healthy First Steps®

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

**[uhchealthyfirststeps.com](https://uhchealthyfirststeps.com)**

Get support throughout your pregnancy.

## TennCare Resources

### DentaQuest

**1-855-418-1622**

**[dentaquest.com](https://dentaquest.com)**

DentaQuest provides dental care for members under age 21.

### Civil Rights Compliance

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

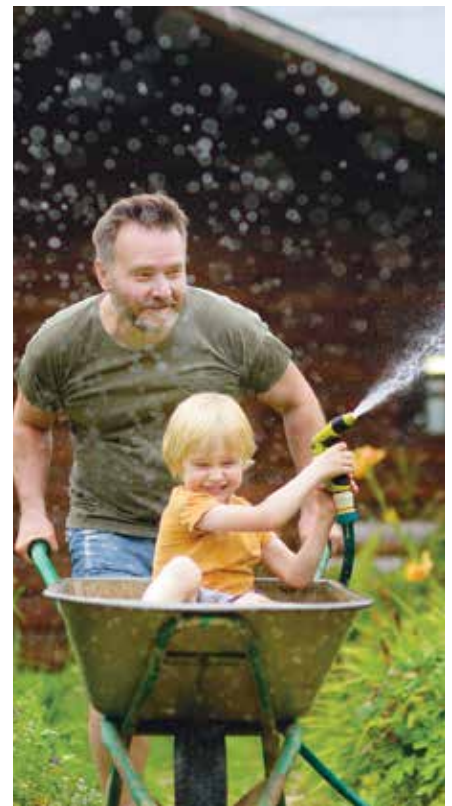
### TennCare Connect

**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 visit **[tn.gov/tenncare](https://tn.gov/tenncare)** and click on "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCDD), call toll-free **1-800-433-5454**.



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## Community Resources

### Tennessee Suicide Prevention Network

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

**[tspn.org](https://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-QUIT-NOW  
(1-800-784-8669)**

**[tnquitline.org](https://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.





### 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

خزمهتگوزاری یهکانی یارمهتی زمان، بهخۆرای، بۆ تۆ دهست بههرکراوه. پهیوهندی بکه به ئاگاداری: ئهگهر به زمان ی کوردی قسه دهکهیت، **1-800-690-1606** (TTY 711).

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at **1-800-690-1606**, TTY **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 treated you differently? Then call UnitedHealthcare Community Plan at **1-800-690-1606** or TennCare **1-855-857-1673**, TTY **711** for free.

### 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/Español:

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.