



# Health Talk

Your journey to better health

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Winter 2023

United  
Healthcare  
Community Plan

## What's inside

Are you due for care? See Page 3 for an article about screenings and vaccines to keep your family healthy this year.



Health + Wellness

## Dental care while pregnant

Did you know it is important to get a dental checkup during pregnancy? Pregnant people should see a dentist at least once during their pregnancy. The dentist can check your teeth for cavities. They can also screen for gum disease. It is safe to have dental care at any time during pregnancy.

To protect your teeth from acid caused by morning sickness, rinse your mouth with 1 cup of water mixed with 1 tsp baking soda. You should also drink plenty of water and avoid sugary drinks like soda.



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## Everyday Life

# Small but powerful

## How to use earbuds safely

Listening to music using earbuds allows you to relax and reduce stress. But it can also cause hearing loss, even at an early age. If you answer “yes” to any of these questions, you may be experiencing hearing damage.

- Are you hearing people’s voices less clearly?
- Are you asking people to repeat themselves a lot?
- Does your family ask you to turn down the TV because it is too loud, but you hear it at a normal level?
- Can others around you hear the music you are playing through your earbuds?

With a few simple changes, you can keep your ears healthy and lower your chances of hearing loss in the future.

- Switch to headphones
- Listen at volumes lower than 85 decibels
- Take a break — don’t listen to music playing in your ears for hours at a time
- Never turn your volume past 60% and don’t listen to music with earbuds for more than 60 minutes per day

## Primary Care

# Your partner in health

You should go to one main person for your health care. They can be a doctor, nurse practitioner or physician’s assistant. This person is called your primary care provider, or PCP.

The name of your PCP should be on the front of your member ID card. If your card does not have the name of your PCP, call us at **1-800-690-1606**, TTY **711**. Give us the name of your PCP. Or we can tell you about other PCPs in our network.

Most PCPs have regular office hours. But you can call your PCP anytime. If you call after regular office hours, they will tell you how to reach them. If you can’t talk to someone after hours, call us at **1-800-690-1606**, TTY **711**.

If you have a new PCP, you should get to know them. Get an appointment with your PCP as soon as you can. This is especially important if you’ve been seeing a different provider. We want to make sure you keep getting the care you need.





## Did you know?

Your benefits may include transportation services to and from your medical visits. Call Member Services toll-free at the phone number on Page 4 to learn more.

### Covered Care

# Are you due for care?

## Screenings and vaccines keep your family healthy

Preventive care is important. It helps you and your family stay healthy. Preventive care includes routine screenings and vaccines. Here are some your family may be due for.



### Cervical cancer screening

Women between the ages of 21 and 29 should get a Pap smear every 3 years. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



### Developmental and behavioral screenings

These screenings make sure your child is developing properly. They look at your child's movement, language, emotions, behavior and thinking. They should be done when your child is 9 months old, 18 months old, and 24 or 30 months old. They can also be done anytime you have a concern.



### Childhood vaccines

Vaccines are one of the best ways you can protect your child from serious diseases. The Centers for Disease Control and Prevention (CDC) has a list of recommended vaccines. They also have a schedule of when your child should get them. For more information, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines).



### Influenza (flu) vaccine

Everyone 6 months and older should get a flu shot every year. It is available in the fall and winter months. It's not too late to get one this flu season.



### COVID-19 vaccine

The CDC recommends everyone stay up to date with their COVID-19 vaccines. Everyone 6 months and older should get all primary series doses. Everyone ages 5 and older should also get a booster dose. Updated booster shots are available. They protect from more recent variants of the virus. Before you get one, you should wait at least 2 months after your last COVID-19 vaccine. Or wait 3 months after the last time you had COVID-19.



**Check it out.** Checklists to help you prepare for your visit are available. Visit [adultwellnessvisit.myuhc.com](https://adultwellnessvisit.myuhc.com) and [childwellnessvisit.myuhc.com](https://childwellnessvisit.myuhc.com).

# 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**

**[uhhealthyfirststeps.com](https://uhhealthyfirststeps.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 "Report TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454**.

## 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.