



THE KEY TO A GOOD LIFE IS A GREAT PLAN

HealthTALK



Did you know?

Skin cancer is diagnosed more than all other types of cancer combined. Ultraviolet (UV) light is the main cause of skin cancer. UV light comes from sunlight and tanning beds. Using sunscreen, covering up, and avoiding tanning beds can help prevent skin cancer.

Health4Me

Your health in your hands

UnitedHealthcare Health4Me™ is a mobile app to easily access your health plan information. It's built to be your go-to health care resource when you're on the go.

- Find nearby providers, hospitals and urgent care clinics.
- See your health plan benefits.
- Pull up your member ID card.
- Receive important benefit and health care notifications.
- View your Member Handbook.
- Connect with helpful professionals.

 **Get started.** Open the app store on your iPhone or Google Play on your Android phone.

Download the app. Use your **myuhc.com** credentials to log in, or enter your member ID card information to register.



Members only

You can get important information about your health plan anytime at myuhc.com/CommunityPlan. At this secure site, you can view your ID card, find a provider, take a health assessment, learn about your benefits, and more. Register today and start getting more from your benefits. It's quick and easy:

1. Go to myuhc.com/CommunityPlan.
2. Click on Register Now. You will need your member ID card, or you can use your Social Security number and date of birth to register.
3. Follow the step-by-step instructions.



Under control

Tests for people with diabetes

If you are diabetic, you need to make your health a priority. It takes constant, careful monitoring to keep diabetes under control. Regular testing helps you see how you're doing. Have you gotten these tests recently?

A1c blood test: This lab test shows how well your blood sugar has been controlled over the last 2 to 3 months. It tells you how well your treatment is working. Get this test two to four times per year, or as recommended by your provider.

Heart disease: People with diabetes have double the risk of heart disease. Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your provider says you should. Get your blood pressure checked at every visit, or as recommended by your provider.

Kidney function: Diabetes can damage your kidneys. This blood test makes sure yours are working right. Get this test once a year, or as recommended by your provider.

Dilated eye exam: High blood sugar can cause blindness. In this test, eye drops make your pupils bigger so your retina can be checked. It helps find problems before you notice them. Get this test once a year, or as recommended by your provider.

We care for you

Care management helps members get the services and care they need. Care coordinators work with the health plan, members' providers and outside agencies. Care management helps people who have:

- physical disabilities
- complex health problems
- serious mental illness
- other special needs

We also have disease management programs. Members in these programs get reminders about their care. They help members with chronic illnesses such as:

- diabetes
- asthma
- COPD
- depression



Help is here. Call Member Services toll-free at **1-800-690-1606 (TTY 711)** to ask about programs that can help you or your family.



We make it easy. These tests are covered benefits. If you need help making an appointment or getting to your provider, call Member Services at **1-800-690-1606 (TTY 711)**.

Teen time

Checkups are important at adolescence

Checkups help keep kids healthy at any age. Even preteens and teenagers should see their primary care provider (PCP) for a well visit each year. These visits make sure your child is maturing well. Your child's body mass index (BMI) will be measured. BMI uses height and weight to see if your child weighs too much or too little.

The PCP and your child can discuss risky behaviors. These include substance abuse and safety. Sexual health will also be discussed. Plus, your child will get any shots or tests he or she needs.

When the preteen years start, it's time for another round of shots. Tdap, HPV and meningococcal vaccines are recommended for most 11- to 12-year-olds. In addition, teens need a booster of the meningococcal vaccine at age 16.



Get guidance. Preventive guidelines for your whole family are available. This document says what tests and shots are needed and when. Visit myuhc.com/CommunityPlan or call **1-800-690-1606 (TTY 711)** to get a copy.

Ask Dr. Health E. Hound

Q: How can I help my child stay safe on a bicycle?

A: It's fun to be active outdoors. Riding a bike is a great way to get around. It's good exercise, too. Make every ride a safe ride with these tips.

Wear a helmet. Get a helmet habit started the very first time your child rides a tricycle or is a passenger on an adult bike. Use only helmets designed for bike riding. Show your child how important it is by wearing a helmet yourself. Falls can happen anywhere, so make sure your child wears a helmet every time he or she rides.

Teach traffic safety. Teach your child the rules of the road. Show your child how to stop and look all ways before crossing or entering a street. Tell him or her to ride on the right side, with traffic, and obey traffic signs and signals.

Use right-sized bikes. Don't buy a large bike for your child to grow into. Bikes that are too big are hard to control. A well-fitting bike will allow your child to put the balls of his or her feet on the ground.



Stay safe. Get more tips for keeping your children safe and healthy. Find out how to treat the sunburns, bug bites and skinned knees common in summer. Visit KidsHealth.org.



Long Term Services and Supports CHOICES

TennCare's program for Long Term Services and Supports (LTSS) is called TennCare CHOICES. CHOICES helps with everyday things that you might not be able to do anymore. Maybe you need help because you have grown older or you have a disability. CHOICES can help you with things like preparing meals, bathing or dressing.

For LTSS, you might live in a nursing home. Or you might live in your home or in the community and receive home and community-based services (HCBS).

Do you have questions about CHOICES and:

- you already have a CHOICES care coordinator? Call your care coordinator or call UnitedHealthcare Customer Services toll-free at **1-800-690-1606 (TTY 711)**.
- you are a UnitedHealthcare member, but you do not know if you are part of CHOICES? Call UnitedHealthcare Customer Services toll-free at **1-800-690-1606 (TTY 711)** and ask about CHOICES.
- you do not have TennCare yet? Call or visit the local Area Agency on Aging. The local Area Agency on Aging can start the paperwork. Call the area agencies toll-free at **1-866-836-6678**. Visit their website for more information at tn.gov/aging.

 **Get in touch.** It's easy to contact your CHOICES member advocate. Call UnitedHealthcare Customer Services toll-free at **1-800-690-1606 (TTY 711)**.



A one-two punch

The HPV vaccine and Pap tests

Human papillomavirus (HPV) is a common sexually transmitted infection. Sometimes, it causes cancer. It leads to most cases of cervical cancer in women. It also causes some anal and oral cancers in both men and women.

There is a vaccine for HPV. It works best when given before teens become sexually active. Boys and girls should get it at age 11 or 12. But it can be given as early as age 9 or as late as age 26. Ask about it at your preteen's next checkup.

The HPV vaccine wasn't available when today's adults were preteens. Women should continue to get screened for cervical cancer with Pap tests.

It's a quick and simple test that looks for early signs of cancer. Your provider uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope. Pap tests are recommended every three years.

 **Is it time?** Ask your women's health provider if you need a Pap test this year. Need to find a new provider? Use the provider directory at myuhc.com/CommunityPlan. Or, call Member Services toll-free at **1-800-690-1606 (TTY 711)**.



A silent disease

As you get older, your risk for breaking bones rises. Many older people, especially women, have osteoporosis. It makes bones weak. Weak bones are more likely to break.

You may have osteoporosis and not know it. You might not find out until you break a bone. There is a test for osteoporosis. It's called a bone mineral density test. It's quick and painless. If the test shows you have osteoporosis, there are things you can do to slow bone loss:

- Get plenty of calcium and vitamin D. These are found in dairy products, some green vegetables and vitamin supplements.
- Exercise. Weight-bearing exercises like walking help make bones stronger.
- Do not smoke.
- Take medications if your provider recommends them.

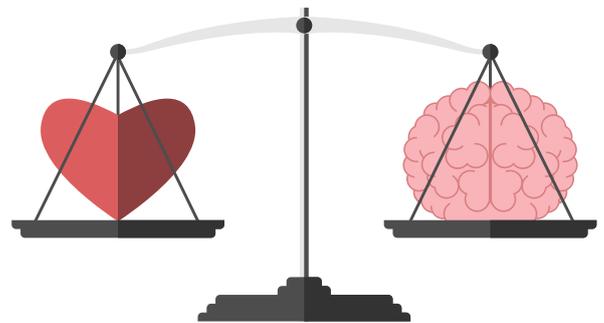
Your total health

Balancing mental and physical conditions

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

A lot of times your primary care provider (PCP) is the first person to notice symptoms of emotional or mental health issues. It is good to talk over life changes and things that are causing stress with your PCP. Sometimes your PCP may refer you to a mental health provider.

If you are seeing a mental health provider, a therapist or psychiatrist may be the first to notice symptoms of a medical health condition. He or she will recommend you see your PCP.



Before your providers share any information, they will ask you to sign a permission form. You don't have to sign it. If you don't, your providers cannot talk about your treatment. If you do give your OK, remember that all information is protected by strict privacy laws.



Get talking. It is important to take care of all your health problems. The best way to start is by sharing information. Share with your PCP and other providers treating you. Allow them to coordinate the best care for your total health.



Don't forget

Keep your dentist appointments

You plan on making it to your child's dentist appointment. Then something happens. Maybe you can't find a ride, your child gets sick, or you just forgot.

When you miss an appointment, it may not cost you anything, but there are costs to others. The dentist holds time for your child that could have gone to another patient. The dental hygienist and other staff are there for your child. Make sure you keep your appointment whenever possible.

Here are some tips to help:

- Mark the appointment on a calendar and in your cell phone calendar.
- If you need to take time off work, make sure to work it out ahead of time.
- If you need a babysitter for other children, or a ride to the dentist, schedule one early so you don't have to scramble at the last minute.
- If you can't make it for any reason, let the dentist know as soon as you know.
- Have the dentist's phone number handy on the day of the appointment. If you're going to be late, call to let them know. They may be able to still fit your child in.



Need help? Dental benefits are available for members ages 0–20. Need help finding a dentist or making an appointment for your child? Call DentaQuest at **1-855-418-1622 (TTY 1-800-466-7566)**. Or visit their website at **DentaQuest.com**.

Set a goal

Coaching for a chronic condition

It can be hard to live with a chronic condition. Understanding your condition can help you avoid feeling overwhelmed. You can become an expert in self-care by educating yourself and asking questions.

UnitedHealthcare Community Plan wants to help you. There are many programs available that could benefit you. We have health coaches who can teach you to better understand the condition(s) that you are living with. These health coaches will work with you to set goals. They can help you make lifestyle changes that can help you keep your condition under control. They will also help you better manage your condition by helping you understand the tests you need to have. Our health coaches can work with you on the following topics:

- controlling use of alcohol and/or drugs
- exercise and increasing physical activity
- maintaining a healthy weight
- managing stress
- tobacco cessation



Get a coach. If you would like to speak with a health coach, please call **1-800-690-1606 (TTY 711)**.



Before baby

Avoiding harmful substances during pregnancy

Tobacco, drug and alcohol use are all very dangerous during pregnancy. If you smoke during pregnancy, your baby is exposed to harmful chemicals. These chemicals can cause the baby to receive less oxygen and nutrients. Even secondhand smoke can cause your baby to be born early with a low birth weight.

Using alcohol and drugs is also very harmful to you and your baby during your pregnancy. These can lead to growth, mental or behavioral health problems. You could also suffer a miscarriage or pre-term birth. Some prescription medicines are safe during pregnancy. But there is no safe amount of alcohol or illegal drugs that can be used during pregnancy.

If you are pregnant or considering becoming pregnant, you should not drink, smoke or use drugs. This will help you have a healthier pregnancy and a healthier baby.



Time to quit? If you are pregnant and you smoke, tell your PCP. He or she can help you find support and quitting programs in your area. You also can call the national QuitLine at **1-800-QUIT-NOW**. If you drink or use drugs, it's never too late to stop. Your PCP can also help you find support for any drug or alcohol use.



Is it checkup time?

Your child should get TennCare Kids checkups regularly. Well checkups provide preventive health care. Preventive health care or “wellness” means going to the primary care provider (PCP) when you are not sick. This helps the PCP find and treat any problems early.

Regular checkups are also important for adults and adolescents. Checkups can help lower health risks and the costs of treating illness. They can also prevent or delay the onset of disease. It is always better to identify and treat an illness earlier rather than later. Checkups may include shots and screening tests. These are important tools to maintain your health.



It's covered. If your child is a UnitedHealthcare Community Plan member under age 21, TennCare Kids checkups are at no cost to you. Adult checkups are also covered under TennCare. Call your or your child's PCP today to schedule an appointment.



Learning is fun

Brain-building activities for your child

When kids are on break from school during the summer, some may fall behind in their studies. To stay on track, it's important for kids of all ages to keep learning.

Children can have learning losses when they don't have educational activities during breaks from school. Once a student falls behind, it becomes even harder for them to catch up. Here are some helpful tips to help your child build a stronger brain and stay on track.

- Find a public library near you and check out books with your child.
- Talk to your child-care provider about the learning activities they offer. Ask questions about what your child learned during the day when they get home.
- The Tennessee Electronic Library (TEL) has great content for kids of all ages. It features free e-books, educational games, and activities.
- Visit zoos and museums, or go on a hike. Turn these trips into learning activities by asking questions and talking about what you see with your child.
- Play learning games. Even simple things like doing the dishes, playing ring toss or buying groceries can be used as fun lessons. There are lots of free learning games online. Ask your child's teacher for recommendations. You can also buy learning games online and in educational stores.
- Sign up for the Governor's Books from Birth program. Your child can get free books each month from birth to age 5.
- Try to read 20 minutes with your children every day, year-round.



Keeping your medicine safe in summer

Taking prescribed medicine helps you stay healthy. Keeping your medicine safe is also important. The summer sun can mean hot weather. Medicine left in the heat or sun can become damaged. Damaged medicine may not work like it should and may even make you sick. Here's how to keep your medicine safe:

- Do not leave medicine inside of a hot car or outside in the sun.
- Keep medicine in the original container.
- Keep medicine out of reach and out of sight of children.
- Check the expiration date and throw away expired medicine.
- Always ask your pharmacist how to safely store your medicine.



The right dose

Finding the best treatment for your child's ADHD

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high.

That's why it's important for children on ADHD medicine to see their providers often. Go 30 days after your child starts taking medicine. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.



Your best shot

You can prevent two common diseases.

Immunizations are not just for children. Adults need them, too. If you are over 60, talk to your primary care provider about the following vaccines:

Shingles

Shingles is the same virus that causes chickenpox. It causes a rash that can lead to painful nerve problems. The shingles vaccine is recommended for adults aged 60 and older. Even people who have had shingles or chickenpox in the past should get the vaccine. People with weakened immune systems should not get the vaccine.

Pneumococcal disease

Pneumococcal disease can result in severe infections. These include some types of pneumonia (a lung infection) and meningitis (a brain infection). The pneumococcal vaccine is recommended for all adults aged 65 and older. Younger adults who smoke or have asthma should also get the vaccine. It's also important for people with certain health problems.



Don't forget the flu. Adults also need a flu vaccine every year. The best time to get one is in the early fall.



Sunny days

It's important to think about sun protection every day — not just when you go to the pool or beach. Starting good sun protection habits early can protect your children from skin cancer as adults.

Sunscreen is one of the best defenses for everyone 6 months of age and over. Use sunscreen with an SPF of 30 or higher every day. Choose a broad-spectrum formula that protects against both UVA and UVB rays. Apply a thick coating 15 to 30 minutes before kids go outside. Reapply often and after a child sweats or swims.

Don't forget to renew your coverage



Your health is very important. We want to make sure you continue to receive the care you need to stay healthy. If you had TennCare benefits in 2015, they will need to be renewed in 2016.

Watch for mail from TennCare. When you receive mail from TennCare, open it and follow the instructions. If you don't, you could lose your coverage.



Did you move? If you need to change or update your address, call TennCare toll free at **1-855-259-0701**.

It's your choice

Giving consent to treatment

You have the right to make your own medical decisions. Your provider will explain your treatment choices to you in a way that you can understand. You have the right to say “no” to treatment. You may be asked to sign a form saying “yes” to treatment you want. This is called informed consent.

But what if you are too sick to give consent? An advance directive will make sure providers know what kind of treatment you want. Types of advance directives include:

A living will is a paper that explains what kind of treatment you want. It goes into effect only if you are very sick or hurt and cannot tell people your own decisions about life support.

A durable power of attorney is a paper that lets someone else make decisions for you. You can choose a family member or trusted friend. This person can speak for you if you become unable to make medical decisions. You can also have a durable power of attorney for mental health care.



Write it down. Ask your provider or hospital for a form to help you create an advance directive. Forms are also available from Member Services toll-free at **1-800-690-1606 (TTY 711)**. Give copies of the form to your providers and someone you trust. Also keep one for yourself.





Call if you need help and need to speak with someone in one of these languages:

- العربية (Arabic) **1-800-758-1638**
- Bosanski (Bosnian) **1-800-758-1638**
- كوردی – بادینانی (Kurdish-Badinani) **1-800-758-1638**
- كوردی – سورانی (Kurdish- Sorani) **1-800-758-1638**
- Soomaali (Somali) **1-800-758-1638**
- Español (Spanish) **1-800-758-1638**
- Ngươi Việt (Vietnamese) **1-800-758-1638**

Need to know

How we can help you

Fair treatment

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call Tennessee Health Connection for free at **1-855-259-0701**.

TennCare no permite el trato injusto. Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad. ¿Cree que lo han tratado injustamente? ¿Tiene más preguntas o necesita más ayuda? Si piensa que lo han tratado injustamente, llame gratis al Tennessee Health Connection al **1-855-259-0701**.

Help in other languages or formats

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al **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**.

Si tiene problemas de audición o del habla, puede llamarnos a través de una máquina de TTY/TDD. El número de TTY/TDD es **711**.

Need help in another language? You can call UnitedHealthcare Community Plan for any language assistance at **1-800-690-1606** or the number in the top right corner of this page. Interpretation and translation services are free to TennCare members.

Do you need help with this information? Is it because you have a health, mental health or learning problem or a disability? Or, do you need help in another language?

If so, you have a right to get help, and we can help you. Call Customer Services at **1-800-690-1606** for more information.

¿Necesita ayuda con esta información? ¿La necesita porque tiene una discapacidad o un problema de aprendizaje, de salud mental o una enfermedad? ¿O acaso necesita ayuda en otro idioma? Si es así, usted tiene derecho a obtener ayuda, y nosotros podemos brindársela. Llame a **1-800-690-1606** para más información.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at **1-800-758-1638**.

¿Tiene usted una enfermedad mental y necesita ayuda con esta información? En la línea telefónica de TennCare Advocacy pueden ayudarle. Llámelos gratis al **1-800-758-1638**.

Reporting fraud and abuse

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 **tn.gov/tenncare/fraud.shtml**. 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**.

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 **tn.gov/tenncare/fraud.shtml**. 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, MFCU), llame gratis al **1-800-433-5454**.

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

Customer 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 Cliente al **1-800-690-1606** para más información.

Our Websites

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.

UHCRiverValley.com/just4teens

Get health information just for teens.

Nurseline

1-866-263-9168

Optum® NurseLine is available toll-free, 24 hours, every day. You'll reach a nurse who can help you with health problems.

Our Member App

Health4Me

Find providers, call Nurseline, see your ID card, get benefit information and more from your smartphone or tablet.

Healthy First Steps

1-877-813-3417

Healthy First Steps helps pregnant women and new mothers have healthy babies.

Transportation

1-866-405-0238

Get non-emergency transportation to your health care visits.

Baby Blocks

UHCBabyBlocks.com

Join a rewards program for pregnant women and new moms.

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

1-866-311-4287

(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.

Tennessee Health Connection

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 (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)

Quitline.com

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

1-866-311-4287

Family Assistance Service Center Help Desk