



HealthTALK

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FALL 2020



Time to immunize?

Immunizations help to protect against preventable diseases. If your child missed getting any vaccines this year, it's not too late to make them up. Schedule an appointment right away if your child is due for any shots. If you're not sure if any were missed, you can call your child's primary care provider (PCP) to find out. Make sure the entire family gets a flu shot this fall, too!



iStock.com: elenabs

One size does not fit all.

Finding the right treatment for ADHD.

Does your child have attention deficit/hyperactivity disorder (ADHD)? Are they taking medicine for ADHD? If so, it is important to make and keep appointments with their doctor. A "one-size-fits-all" plan does not work for children with ADHD. What works for one child may not work for another.

The child, the family and the doctor should talk about and make a plan for treatment. If medicine is used, the doctor prescribes it. A child who takes medicine must be seen by the doctor to make sure they are getting the right medicine and the right dose. This will happen in a follow-up visit. Follow-up visits should happen within 30 days after the first ADHD visit and then at least 2 more times in the next 9 months. Follow-up visits help doctors see if the medicine is helping.

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Telehealth options for ECF CHOICES.

Due to the recent COVID-19 health crisis, various telehealth options have been implemented to continue delivering services to people in the ECF CHOICES program. Support Coordinators are making regular contact by telephone. They also are using Zoom teleconferences to get in touch.

Zoom is a secure platform that allows Support Coordinators to communicate with people from anywhere. The application (app) is available on the Electronic Visit Verification (EVV) tablets and on any Windows, Mac, iOS or Android device.

Another telehealth option is virtual appointments with doctors. This kind of visit works as long as the doctor offers the virtual service and the person served does not need to be seen directly in the office. This allows for health care needs and follow-up to be addressed with limited interruptions in services.

Please stay safe and healthy at home, and follow social distancing guidelines until the COVID-19 crisis ends. All in-person visits and interactions will resume once the COVID-19 restrictions are lifted.



Questions? Contact your Support Coordinator directly. Or call Member Services at **1-800-690-1606, TTY 711**, if you would like more information about Zoom teleconferences or telehealth doctor appointments.

Tablet problems?

Let us know if you have issues.

Are you receiving CHOICES Attendant Care or Personal Care Services in your home? Do you have a tablet in your home for the agency worker? If so, who do you call for problems with your tablet?

Call Carebridge for any technical problems with your tablet. The toll-free number is **1-855-329-2116**. Carebridge can help you with issues like:

- Unable to clock in or clock out.
- Tablet has a blue or black screen.
- Tablet is not in the home.
- Unable to connect.
- Unable to charge the tablet.

For problems with approved services, call UnitedHealthcare Member Services toll-free at **1-800-690-1606, TTY 711**.

Remember to always keep your tablet charged and ready for your caregiver to check in and check out of your visits. The tablet belongs to United Healthcare and should not be used for other reasons.

If the tablet needs to be returned for any reason — for example, if you are moving to a nursing facility — call your Coordinator or Member Services at **1-800-690-1606, TTY 711**. They will mail you a return envelope with postage. To return the tablet, just place the tablet and charger in this envelope and put it in the mail.



Test your COVID-19 and flu IQ.

Know the myths and facts.

We're challenging UnitedHealthcare Community Plan members to a game of trivia in Trivia Outbreak, a free online game. You can earn a high score with your knowledge of entertainment, sports, history and more. First, test your knowledge of flu and COVID-19 myths below. Then visit [TriviaOutbreak.myuhc.com](https://triviaoutbreak.myuhc.com) to play the online game.

True or False?

- 1** COVID-19 mainly spreads through contact with surfaces.

False. COVID-19 is mainly spread from person to person. It spreads through respiratory droplets that travel through the air when people sneeze, cough or talk.

- 2** If I got a flu shot last year, I still need to get one this year.

True. Your immune protection from the flu vaccine decreases over time. Everyone aged 6 months and older should get a flu shot each year.

As fall and winter approach, it's important not to forget about the seasonal flu. Be sure to get your flu shot this season. Getting your flu shot helps protect you and your community from getting sick.

- 3** To be effective, you need to wash your hands for at least 20 seconds.

True. Wash your hands for at least 20 seconds every time you return home from a public place. Also wash your hands after blowing your nose, sneezing or coughing. Try singing "Happy Birthday" in your head from beginning to end twice while you wash your hands. This will ensure you spend at least 20 seconds washing.

- 4** Hand sanitizer works better than traditional soap because it has alcohol in it.

False. Handwashing is the gold standard. It is more effective than hand sanitizer at removing and killing viruses and germs on your hands. Consider hand sanitizer a portable option for times when you don't have access to soap and water.



It's your best shot. There is no cost to you for flu shots. You can get one at your primary care provider's (PCP's) office or any clinic or pharmacy that accepts your plan. Visit myuhc.com/CommunityPlan to find a location near you.





iStock.com: FatCamera

Diabetes monitoring.

Tips for people with diabetes and schizophrenia.

If you are diagnosed with schizophrenia, you may be at a greater risk of getting diabetes — or you may already have diabetes. It is important that you work closely with your mental health provider and primary care provider (PCP) to check your medications and blood sugar levels.

Over time, diabetes can cause damage to your body. If you are not sure if you have diabetes, talk to your Case Manager, nurse practitioner or psychiatrist. You should make an appointment or ask them to help you make an appointment for you to see your PCP as soon as possible. Having regular checkups with your PCP is very important.

If you have diabetes, you could make a significant impact on your health if you:

- Have a hemoglobin A1c (HbA1c) test 2 times a year.
- Have a low-density lipoprotein cholesterol (LDL-C) test at least once a year.
- See an eye doctor for a retinal eye exam once a year.
- See your PCP at least 4 times a year.
- Check your blood sugar levels often.
- Have your blood pressure checked at each health care appointment.
- Check your feet every day for cuts and sores.
- Check your weight often.
- Exercise often.
- Don't smoke or drink alcohol.
- Review your medications with your PCP and mental health care providers often.

Weigh the risks.

How obesity affects your family's health.

Obesity is a treatable health issue that can happen to many people. According to the Centers for Disease Control and Prevention, over 93 million adults and 13 million children and teens in the United States are obese. A person who is obese has a large amount of body fat and is not at a healthy weight. Family history, overeating and not getting enough exercise can lead to obesity.

Being obese can lead to some major health problems such as diabetes and stroke. Obesity can also cause high blood pressure, heart disease and some cancers. Be sure to check with your primary care provider (PCP) to see if you are at a healthy weight.

Healthy habits can help prevent obesity. One easy way is to eat more fruits and vegetables. Another healthy habit is to eat less packaged food. Make sure the portions of the food you eat are not too big. It is also important to get enough exercise and enough sleep. Doing these things can help to keep your family healthy.



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Brushing and flossing.

Tips for taking care of your teeth.

Brushing and flossing your teeth are important parts of your daily dental care routine. Brushing your teeth properly is a good way to keep them clean. However, when you brush, there are parts of your teeth that are hard to reach. Plaque can build up in your mouth.

Plaque is a sticky covering on the teeth that is made up of bacteria. It needs to be removed so that cavities and gum problems do not develop. It doesn't matter if you floss first or brush first — just make sure to do both!

Follow these tips when brushing your teeth:


- Brush your teeth twice a day with a soft-bristle toothbrush.
- The size and shape of your brush should fit your mouth and allow you to reach all areas easily. Be sure the brush is the right size. Generally a smaller brush is better than a larger one.
- Be sure to brush all sides of the teeth — the outside, the tongue side and the chewing surface.
- Jiggle the bristles gently so that any plaque growing under the gums will be removed.

- Your toothbrush will only clean 1 or 2 teeth at a time. Change its position to properly clean each tooth.
- Replace your toothbrush every 3 to 4 months, or sooner if the bristles begin to spread. A worn-out toothbrush will not properly clean your teeth.

Flossing once a day will help keep your teeth and gums healthy. If you haven't flossed before, your gums might bleed when you start. Bleeding when you floss should stop after a few days. If it doesn't, call your dentist.

Follow these tips when flossing:

- Use about 18 inches of floss.
- Hold the floss with your thumb and first finger. Hold it so it is stretched tight.
- Gently curve the floss around the bottom of each tooth, making sure that you go under the gum line. Don't force the floss into the gums or snap it hard. Your gums are delicate and could get hurt.
- Slide the floss gently up and down between your teeth.
- Repeat these steps until all teeth have been flossed.

 **Smile.** For more information about proper oral health care, as well as brushing and flossing instructions, please visit your dentist regularly. Call DentaQuest at **1-855-418-1622** to locate a dentist.



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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.

Take as directed.

Taking your medicine is very important. It can save your life. Always follow the directions on how to take your medicine. Let your doctor or pharmacy know if you have questions or if you do not understand why you are taking medicine.

Medicine for high blood pressure and other health problems will keep you healthy and active. Your TennCare insurance helps you get your medicine and refills. If you need help, call Member Services toll-free at **1-800-690-1606, TTY 711**.

Small changes equal big benefits.

How to improve your lifestyle.

Are you thinking about living healthier? Choosing a healthy lifestyle is very important. It can help delay or even prevent illness and chronic disease.

It's not always easy to kick old habits. Making permanent changes in your life is a process. Begin with small steps to help reach your goals, such as:

- Create a clear plan.
- Concentrate on a single, small goal each week.
- Expect stumbling blocks.
- Think positively about your lifestyle changes.

Here are some changes that can help improve your lifestyle:

- Eat healthy foods.
- Exercise regularly.
- Sleep 7 to 8 hours each night.
- Avoid alcohol, drugs and smoking.
- Drink lots of water.
- Reconnect with old friends.

Adopting these healthier habits may help you lead a longer and healthier life. If you make these changes a habit, they will become part of your everyday routine.



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What is a stroke?


A stroke occurs when a blood vessel bursts or you have a blood clot in your brain. This causes a loss of oxygen to your brain, and it begins to die within minutes.

There are a lot of things that can add to your risk of having a stroke. You can control some risk factors. To lower your stroke risk, you should avoid foods high in salt and fat. You should also stay active.

There are some risk factors you can't control. Stroke risk can be linked to your family history. Stroke risk is higher in some families because of health issues, such as high blood pressure. Stroke is more common in women than in men. The older you are, the more likely you are to have a stroke. Race and ethnicity even play a part. Asian Americans and Hispanics are less likely to have a stroke than African Americans, Alaska natives and American Indians.

Signs that you may be having a stroke include:

- Numbness or weakness in the arm, face and leg — especially on 1 side of the body.
- Trouble speaking or understanding speech.
- Confusion.
- Slurring speech.
- Vision problems.
- Trouble walking.
- Loss of balance or coordination.
- Dizziness.

 **Act fast.** If you think you or someone else is having a stroke, call **911** right away.

Be there.

Identifying mental health issues in teens.

Teens go through many changes as they grow. Sometimes, mental health issues develop as they go through these changes. According to the National Alliance on Mental Illness, 1 in 5 young people has a mental health issue. The good news is that mental health issues can be found early.

It is important for parents to talk with their teens. If any of these changes happen, it helps to talk about them:

- Changes in sleep.
- Changes in mood.
- Weight loss or gain.
- Changes in grades.
- Changes in friends.
- Harming oneself.

Teens can talk with a parent or a close friend. A counselor or teacher can also listen. It is also important to check in with your teen's doctor if you notice any of these changes.



Get help. If you or someone you know needs help, please call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**.



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Pasta party.

Try this delicious recipe.

Make pasta for dinner with this family-friendly recipe. Add wagon wheels and easy ingredients like frozen spinach and nuts, and you can't go wrong. This recipe serves 6 (and you will likely have leftovers).

Ingredients.

- 1 pound wagon wheel pasta (can be substituted for other shapes and/or gluten-free pasta)
- 3 tablespoons olive oil
- 3 tablespoons garlic, thinly sliced (8–10 cloves)
- ½ teaspoon kosher salt
- 1 teaspoon crushed red pepper
- 1 pound frozen spinach (defrosted)
- ½ cup Parmesan cheese, freshly grated
- 2 tablespoons pine nuts, toasted (if pine nuts aren't available, try almonds or cashews)

Instructions.

1. Cook the pasta according to the package.
2. If using raw nuts, spread them in a single layer on a microwave-safe plate. Microwave on full power for 1 minute. Stir nuts and continue microwaving in 30-second periods until nuts are golden brown. This can be done in advance.
3. While the pasta is cooking, heat olive oil over medium heat in a large skillet. Add garlic, salt and crushed red pepper. Cook until the garlic starts to turn golden, about 3 minutes.
4. Add the spinach and combine until heated through.
5. While heating the spinach, drain the pasta and reserve 1 cup of the pasta cooking liquid. Put the hot pasta water into the pan, add the drained pasta and stir to combine. Top with Parmesan cheese and toasted nuts.

Nutrition (per serving): 313 calories, 12g protein, 46g carbohydrates (4g fiber), 9g fat (2g sat fat, 7g mono/poly), 268mg sodium

Mammograms save lives.

Don't be afraid of this screening.

Many women with breast cancer have no symptoms. This is why regular breast cancer screenings are so important. A mammogram is an X-ray of the breast used to check for breast cancer. UnitedHealthcare Community Plan provides mammography screenings a minimum of once every 2 years for ages 35–40, more frequently on physician recommendation for ages 40–50, and annually for ages 50 and older.

You may have heard that having a mammogram can be uncomfortable. During the X-ray, you may feel some pressure or pain as 2 plates flatten your breast. But getting checked is fast, and any discomfort is over quickly. Don't be afraid to schedule your screening. It can save your life!



Schedule your screening. We can help with scheduling an appointment or finding a provider. Call us toll-free at **1-800-690-1606**, **TTY 711**.



iStock.com: kalli9

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

UHCHealthyFirstSteps.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

DentaQuest provides dental care for members under age 21.

Civil Rights Compliance

tn.gov/tenncare/members-applicants/civil-rights-compliance.html

Report potential discrimination.

Health Insurance Exchange

1-800-318-2596

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

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**.

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

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.

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



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: کوردی

ئاگاداری: نەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆراپی، 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.