



Health Talk



Karin Dreyer via Getty Images

Spring 2021

United
Healthcare®
Community Plan

Strategies for coping

Learn ways to be mindful and keep your stress in check. Visit [LiveandWorkWell.com](https://www.liveandworkwell.com) for mental health resources.

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Take charge

Prepare to see your provider

Preparing for your annual wellness visit can help you get the most out of it. Here are 3 things you can do to take charge of your health.

- 1. Think about what you want to get out of the visit before you go.** Focus on the top 3 things you need help with.
- 2. Tell your provider about any drugs or vitamins you take on a regular basis.** Bring a written list. Or bring the medicine itself.
- 3. Tell your provider about other providers you see.** Include behavioral health providers. Mention treatments they have prescribed. Bring copies of test results.

You're not alone

Did you know that more than 17 million American adults have depression? And women are about twice as likely to have depression as men. To learn more about the different treatment options for depression, visit [LiveandWorkWell.com](https://www.LiveandWorkWell.com).

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Take a walk

Going outside for a walk each day is an easy way to improve your overall health. Exercise helps reduce your risk for chronic conditions like heart disease and diabetes. Getting fresh air and being out in nature have been shown to improve mental health, too.

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The right care

Utilization management (UM) helps make sure you receive the right care and services when you need them.

Our UM staff reviews the services that your provider asks for. They compare the care and services your provider requests against clinical guidelines. They also compare what is being asked for against the benefits you have.

When the care is not covered under your benefits or does not meet the guidelines, it may be denied. We do not pay or reward our providers or staff for denying service or approving less care. If care is denied, you and your provider have a right to appeal. The denial letter will tell you how.



Questions? Call Member Services toll-free at the phone number on the back of your member ID card. TDD/TTY services and language assistance are available if you need them.

We care

Voluntary programs to help manage your health

UnitedHealthcare Community Plan provides programs and services to help keep you well. We also have services to help better manage illnesses and other care needs. These are part of our programs to help manage your health. They may include:

- Health education and reminders
- Maternity support and education
- Support for substance use disorders
- Programs to help you with complex health needs (care managers work with your provider and other outside agencies)

These programs are voluntary. They are offered as covered benefits. You can choose to stop any program at any time.



Take care. Visit myuhc.com/CommunityPlan to find more information about network providers and the benefits, programs and services offered to you. If you want to make a referral to our case management program, call Member Services toll-free at the phone number on the back of your member ID card.

Know your drug benefits

Visit myuhc.com/CommunityPlan to learn about your prescription drug benefits. There is information about:

- **What drugs are covered.** There is a list of covered drugs. You may need to use a generic drug in place of a brand-name drug.
- **Where to get your prescriptions filled.** You can find a pharmacy near you that accepts your plan. You may also be able to get certain drugs by mail.
- **Rules that may apply.** Some drugs may only be covered in certain cases. For example, you might need to try a different drug first. (This is called step therapy.) Or you might need approval from UnitedHealthcare to use a drug. (This is called prior authorization.) There may also be limits to the amount you can get of certain drugs.
- **Any costs to you.** You may have copayments for prescriptions.



Look it up. Find information on your drug benefits at myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.



Follow-up care

Know what to do after going home from the hospital

It is important to receive follow-up instructions before you go home from the hospital or emergency room (ER). Make sure you understand what is being asked of you. Ask questions if you do not. You can have someone you trust listen to the instructions, so they also understand what you are supposed to do when you go home.

Make an appointment with your primary care provider as soon as you get home from the hospital. Bring your follow-up instructions and medications with you and share them with your provider. Proper follow-up may prevent another visit to the hospital or ER.

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Your partner in health

Your primary care provider provides or coordinates your health care. You should see your provider every year for well visits, immunizations and important screenings.

You want to feel comfortable talking with your provider. You need a provider with an office location and hours that work for you. You may want a provider who speaks your language or understands your culture. You might prefer a male or female provider. If your provider isn't right for you, you can switch at any time.

Teens have different health care needs than children. It may be time for your teen to switch to a provider who treats adults. Your daughter may also need a woman's health provider such as an OB/GYN.

You can learn more about plan providers online or by phone. Information available includes:

- Address and phone number
- Qualifications
- Specialty
- Board certification
- Languages they speak
- Medical school or residency (information available by phone only)



Choose your provider. To find a new provider, visit myuhc.com/CommunityPlan. Or call Member Services toll-free at the phone number on the back of your member ID card.

By the book

Have you read your Member Handbook? It is a great source of information. It tells you how to use your plan. It explains:

- Your member rights and responsibilities
- The benefits and services you have
- The benefits and services you don't have (exclusions)
- What costs you may have for health care
- How to find out about network providers
- How your prescription drug benefits work
- What to do if you need care when you are out of town
- When and how you can get care from an out-of-network provider
- Where, when and how to get primary, after-hours, behavioral health, specialty, hospital and emergency care
- Our privacy policy
- What to do if you get a bill
- How to voice a complaint or appeal a coverage decision
- How to ask for an interpreter or get other help with language or translation
- How the plan decides if new treatments or technologies are covered
- How to report fraud and abuse



Get it all. You can read the Member Handbook online at myuhc.com/CommunityPlan. To request a print copy, call Member Services toll-free at the phone number on the back of your member ID card.



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Quitting smoking is hard

Most people who smoke cigarettes say they want to quit. In fact, more than half of adult smokers say they tried to quit in the past year. But only 7.5% were able to quit successfully.

Don't be discouraged if you weren't able to quit smoking the first time you tried. Try talking to your health care provider. Getting advice improves your chances of quitting smoking for good. Even a brief 3-minute conversation can make a difference.



You can do it. Don't give up on quitting smoking. Make an appointment to talk to your provider today.



Pleasing picky eaters

You've probably heard that eating lots of fruits and vegetables is key to a healthy diet. But some kids don't like the taste of vegetables and refuse to eat them. So, how can you make sure your child is getting all of the vitamins and nutrients they need?

To please picky eaters, try adding cooked broccoli, carrots, spinach or peas to kid-friendly mac and cheese. Cut the vegetables into small pieces so they are less noticeable. The cheese sauce will help hide the taste of the vegetables.

Health equity

How we use and protect cultural data

We receive cultural data about you. This data may include your race, ethnicity and the language you speak.

We do not use this data to deny coverage or limit benefits. We use this information to improve the services we provide. Having access to this data allows us to:

- Help you in other languages
- Find gaps in care
- Create programs that meet your needs

UnitedHealthcare protects your cultural data. Access is restricted to those employees who need to use it. Our buildings and computers are secured. Computer passwords and other system protections keep your data safe. To find out more about how we protect your cultural data, visit uhc.com/about-us/rel-collection-and-use.



Learn more. Want more information on our health equity programs? Visit unitedhealthgroup.com/who-we-are/health-equity.html.



Is it OK to ask the dentist questions?

Have you ever wondered why your dentist does a certain kind of treatment? Or why you sometimes need to make more than one appointment to fix your teeth?

Sometimes dentists explain what they are doing during your dental treatment. But sometimes they don't. If they don't, it's OK to ask questions. You can ask questions about your child's treatment, too. Dentists will be happy to give you answers. It's their job. Do not hesitate to ask your dentist if you have questions about dental treatment during COVID-19.



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It is important to find a dentist you like and trust so that asking questions is easy. When you and your family visit the same dental office over and over again, that office is called your “dental home.” The dentist and their staff welcome you to the office and get to know you and your family. We recommend that the whole family see the dentist every 6 months.

A parent can usually be in the same room when the dentist treats a young child. But as the child gets older, the parent may stay in the waiting room while the child is treated. When the treatment is done, you can ask the dentist how things went:

- Ask about how your child's mouth looks
- Ask what kind of dental care was provided
- Ask what you need to do to help your child take care of their mouth

That way, when you get home, you can help your whole family have better smiles.



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

We speak your language

We provide free services to help you communicate with us. We can send you information in languages other than English or in large print. You can ask for an interpreter. To ask for help, please call Member Services toll-free at the phone number on the back of your member ID card.

Ofrecemos servicios gratuitos para ayudarle a comunicarse con nosotros. Podemos enviarle información en otros idiomas aparte de español o en letra grande. Usted puede pedir un intérprete. Para pedir ayuda, llame gratis a Servicios al Miembro al número de teléfono indicado al dorso de su tarjeta de identificación de miembro.



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Manage your health

CHOICES can help

Do you have a newly diagnosed medical condition you need help understanding? Do you need more information about a medical condition you already have? The CHOICES Program provides a specialized team, in addition to your Care Coordinator, to guide you through these uncertain times.

Here are just a few of the services the Population Health Team can provide:

- Assisting with stopping smoking
- Helping to manage weight
- Planning after being in the hospital
- Educating about medical conditions
- Coaching for diabetes
- Planning healthy meals
- Assisting with obtaining smoke alarms
- Contacting doctors to assist with scheduling needed services
- Assisting the CHOICES Care Coordinator in managing any other health care needs



We're here to help. If you feel you could benefit from any of these services, ask your CHOICES Care Coordinator to make a referral to the Population Health Team.

Employment and Community First CHOICES and Vocational Rehabilitation

Having a good job is a goal for many people. But finding and getting that job is a different experience for everyone.

Resources and support are available to help you reach your employment goals. The Employment and Community First (ECF) CHOICES Program works closely with Vocational Rehabilitation to help people gain employment. Some of the benefits of Vocational Rehabilitation are:

- Funding and support for individuals looking to start their own business
- Education and funding for those who may be looking to get a license or certificate, or learn a trade
- Job readiness, placement and coaching to find the right job — not just any job — for you
- Funds for clothing for interviews or when you begin employment
- Support from a vocational counselor to help you reach your employment goals
- Linking people to employers



Learn more. Vocational Rehabilitation visits can now be done online because of the COVID-19 pandemic. If you would like to learn more, please contact your ECF CHOICES Support Coordinator.



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An important step toward feeling better

What you need to know about antidepressant medication

Mental health symptoms are similar to medical illnesses such as diabetes, heart disease or high blood pressure. They are caused by an imbalance of chemicals in the brain (neurotransmitters) that help brain cells communicate with other cells. What a lot of people don't realize, though, is that many mental health symptoms can be treated, and many people who are treated get better.

Taking antidepressant medication can be an effective way to relieve depression symptoms. But commitment to taking the medicine consistently is key. These facts and tips can help you get the most out of your treatment and make a full recovery:

- It can take up to 2 to 3 weeks to feel like antidepressant medicines are working. If you don't feel better after that — or if you feel worse — talk to your provider about your concerns. Poor response to 1 medicine doesn't necessarily indicate poor response to another.
- Take your prescribed medications regularly and correctly. Talk to your provider if you are thinking of stopping or reducing your dose. Research shows that 6 months on the right medicine lowers the risk of future depression.
- Stopping your medicine suddenly may make you feel worse. Keep taking your medicine, even after you start to feel better.

Talk to your provider if you have symptoms that you think may be side effects of your medicine. Symptoms can include fatigue, difficulty sleeping, difficulty with sexual activity, or an increase or decrease in appetite. Sometimes it's hard to tell if what you are feeling is a symptom of depression or a side effect from the medicine. That's why it's important to tell your provider.



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In addition to taking antidepressants to treat depression, you can also consider talk therapy. Seeing a mental health specialist for talk therapy may help more than medicine alone. Talk therapy is often an important part of getting better. It may include:

- Learning how to work through life problems
- Learning coping skills
- Learning ways to regain a sense of control
- Finding a new way to look at and solve problems



Feel better. For more information about depression and its treatment, visit [LiveandWorkWell.com](https://www.liveandworkwell.com).

Growing up

Teens go through many changes as they grow. Puberty is one of them. With the onset of puberty, hormone changes begin. These changes usually come with growth spurts. As a result, sexual development starts to occur, and kids begin to physically mature into teens. This generally happens between ages 8 and 13. For proper growth during this time, it's important to eat healthy, exercise and get enough sleep.

Often, teens have fears about how their body is changing. They are worried about their weight, height or body image. It is good for parents to encourage their teens to talk about these concerns. If you have questions or are unsure about your teen's growth, talk with their doctor.



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Protect against COVID-19

An important message from UnitedHealthcare

Your health and well-being are our No. 1 priority. That's why we want to make sure you stay informed about the 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.

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 alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available
- Do not touch your eyes, nose or 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 surfaces that are touched often
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash



Stay informed. For the most up-to-date information and resources about COVID-19 prevention, coverage, care and support, please visit [UHCCommunityPlan.com/covid-19](https://www.uhccommunityplan.com/covid-19).

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 by getting 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. Below you will find our 2020 highlights, which compare our results to national averages.

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS® 2020 National 50th percentile**
2020 Adult CAHPS® Highlights				
Rating of Health Plan*	69.4%	70.9%	69.1%	62.8%
Rating of Personal Doctor*	72.1%	72.5%	70.1%	69.7%
Rating of all Health Care*	63.0%	57.8%	57.8%	57.6%
Rating of Specialist*	65.9%	70.5%	69.7%	70.4%
How Well Doctors# Communicate	92.9%	92.4%	90.7%	93.4%
2020 Child+ CAHPS® Highlights — General Population				
Rating of Health Plan*	80.6%	80.1%	76.7%	73.33%
Rating of Personal Doctor*	83.3%	82.1%	85.0%	78.97%
Rating of all Health Care*	77.3%	77.2%	76.4%	72.37%
Rating of Specialist*	N/A	N/A	N/A	78.97%
How Well Doctors# Communicate	94.2%	95.4%	95.5%	95.51%
2020 Healthcare Effectiveness Data and Information Set (HEDIS®) Measures				
Women's Health				
Breast Cancer Screening	54.24%	57.39%	54.97%	58.82%
Timeliness of Prenatal Care	78.35%	88.08%	84.43%	89.05%
Postpartum Care	72.99%	77.62%	68.86%	76.40%
Diabetes Care				
A1C Level Testing	89.10%	90.17%	86.67%	88.77%
Retinal Eye Exam Performed	55.86%	54.45%	53.99%	58.64%
Diabetic Blood Pressure Control <140/90	65.67%	68.39%	56.21%	63.99%
Monitoring for Kidney Disease	90.46%	91.77%	91.76%	90.12%
Behavioral Health				
Antidepressant Medication Management — Effective Continuation Phase Treatment	37.28%	40.00%	32.36%	38.37%

*Population-eligible members were 17 years of age and younger as of 12/31/2019.

*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®2020 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 health programs, visit [UHCCommunityPlan.com](https://www.uhc.com/communityplan). 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.

Who to call

Numbers to know

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

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

1-866-405-0238

Contact Tennessee Carriers at least 72 hours before your health care visits to schedule non-emergency transportation to and from your appointment(s).

Healthy First Steps®

1-800-599-5985, TTY 711

UHHealthyFirstSteps.com

Get support throughout your pregnancy.

TennCare Resources

DentaQuest
1-855-418-1622

DentaQuest.com

DentaQuest provides dental care for members under age 21.

Civil Rights Compliance

tn.gov/tennicare/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.

Community Resources

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.



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: كوردی

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. ໂທສ 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.