



Health Talk

Your journey to better health

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CoverKids

What's inside

It's time for your child's annual flu shot. Our flu shot location finder makes it easier to find where to get one. Learn more on Page 3.

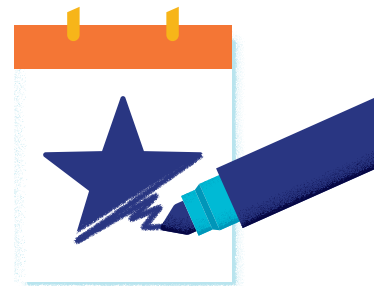


TennCare renewal

Take action

Don't risk a gap in health care coverage

TennCare must see if you still qualify for coverage. You may receive a packet in the mail or an electronic notification with instructions on what to do and the deadline for submitting your renewal. To prepare for the renewal process, please make sure TennCare has your updated contact information and find your renewal date. You can do this online at [TennCareConnect.TN.gov](https://www.tenn.gov/tenncareconnect) or by calling **1-855-259-0701**.



For information on completing a renewal, visit [TN.gov/tcrenew](https://www.tn.gov/tcrenew).



Bullying

Know the signs

How to spot and stop cyberbullying

Cyberbullying is when someone bullies you over a phone, computer or tablet. It can be through text messages, social media or other online sites. It is just as bad as face-to-face bullying.

Here are some warning signs that your child might be cyberbullied:

- Strong emotional reactions, like anger or laughter, when using a device
- Using a device more or less often
- Hiding a device when a parent is around
- Deleting social media accounts or making new ones
- Not enjoying activities they used to like doing

If you see these signs, talk to your child. Take screenshots of any bad posts, so you have proof of what happened. You can report cyberbullying on most social media platforms. Most importantly, support your child. Peers, mentors or other trusted adults can provide support. Mental health professionals can also help.



Support when you need it. We can help you find a mental health provider who is a good fit for your child. Visit myuhc.com/communityplan.

Dental care

A dental home

What it is and why your child needs one

What is a dental home? A dental home is the place you take your child to see the dentist every 6 months. The dentist will take care of your child’s teeth. They will give them the care they need and teach you and your child about good habits for teeth and gums. Having a dental home will help make sure your child stays on track for routine oral care. It also can help prevent cavities.

What if your child has a dental emergency? This may be any time your child has severe pain or damage to their teeth or mouth. Your child has the same benefits for emergency care as they have for routine care. You can call your child’s dentist, medical health plan or DentaQuest for help to find care in an emergency. You do not have to contact your child’s dentist, medical health plan or DentaQuest for approval.



Smile. To locate a dentist, call DentaQuest at **1-855-418-1622**, TTY **1-800-466-7566**. Or visit dentaquest.com.





Flu shot

Fight the flu

It's time for your child's annual shot

It is important for your child to get a flu shot every year. It is recommended for everyone 6 months and older. Here are 3 reasons why:

1. It protects your child from getting sick with the flu.
2. If they do get the flu, it will help make the symptoms less severe.
3. It also protects the rest of your family from getting the flu. When everyone gets the flu shot, it makes it harder for the flu to spread.



Get the flu shot today.

There is no cost to you for your child's flu shot.

We have an online tool that makes it easier to schedule one. Visit myuhc.com/findflushot.

Member handbook

Membership, benefit and plan details

You can view and download your Member Handbook anytime, anywhere, by visiting myuhc.com/communityplan. Want a printed copy of the Member Handbook? Call Member Services at **1-866-600-4985**, TTY **711**, to ask for a copy to be mailed to you.

Health + wellness

Stay healthy

Wellness visits are important for children

Children should have wellness visits throughout childhood and adolescence. It is important for children to get a well-care TennCare Kids checkup every year. Remember, these checkups are free for UnitedHealthcare Community Plan members under age 21.

A wellness visit may include:

- A physical exam
- Vaccines
- Vision and hearing tests
- Discussion of physical activity and diet
- Developmental screenings for speech, nutrition, growth and overall social and emotional milestones
- Questions about your child's health and health history
- Lab tests, such as urine and blood tests

During the checkup, ask your child's provider if your child is up to date with their vaccines. Vaccines protect your child and others from getting sick. You can view the childhood vaccine schedule at cdc.gov/vaccines. If your child missed getting any of their vaccines this year, it's not too late to get them.



Time for a checkup? Call your child's provider to make an appointment today. To find a new provider, visit myuhc.com/communityplan. Or

call Member Services toll-free at the phone number on Page 4.



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Member Resources

Here for you

UnitedHealthcare Resources

We want to make it as easy as possible for you to get the most from your health plan. As our member, you have many services and benefits available to you.

Member Services

Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

1-866-600-4985, TTY 711

NurseLine

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

1-866-600-4985, TTY 711

Healthy First Steps®

Get support throughout your pregnancy (toll-free).

1-800-599-5985, TTY 711

uhhealthyfirststeps.com

TennCare Resources

DentaQuest

DentaQuest provides dental care for members under age 21.

1-855-418-1622

dentaquest.com

Civil Rights Compliance

Report potential discrimination.

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

TennCare

Learn more about TennCare.

1-800-342-3145,

TTY 1-877-779-3103

TennCare Advocacy Program

Free advocacy for TennCare members to help you understand your plan and get treatment.

1-800-758-1638,

TTY 1-877-779-3103

TennCare Connect

Get help with TennCare or report changes.

1-855-259-0701

Tennessee Statewide 24/7 Crisis Line

Get immediate help for behavioral health emergencies.

1-855-CRISIS-1

(1-855-274-7471)

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 and click on

“Report Provider Fraud.” To report provider fraud or patient abuse to the Medicaid Fraud Control Division (MFCD), call toll-free **1-800-433-5454.**

Spanish/Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-866-600-4985**, TTY **711**.

Kurdish/کوردی

خزمهتگوزاری یهکانی یارمهتی زمان، بهخۆرای، بۆ تۆ دهست به بهر کراره. په یوه ندی بکه به
ئهگاداری: ئهگهر به زمان ی کوردی قسه دهکه ی ت، **1-866-600-4985** (TTY 711).

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at **1-866-600-4985**, 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 **1-866-600-4985** 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.