



HealthTALK

WINTER 2019



What do you think?

In a few weeks, you may get a survey in the mail. It asks how happy you are with UnitedHealthcare Community Plan. If you get a survey, please fill it out and mail it back. Your answers will be private. Your opinion helps us make the health plan better.



Expect rewards.

Join Baby Blocks™.

Are you expecting a baby? Join Baby Blocks™. The program helps keep both you and your baby healthy throughout your pregnancy and during your baby's first 15 months of life. You will get email and text reminders about upcoming health care visits. You also get helpful health information at each stage of pregnancy and new parenthood.

When you join Baby Blocks, you also get rewards. You can earn up to 8 gifts for going to important prenatal, well-baby and postpartum visits. Rewards range from health items, to toys and books, to gift cards.



Join today. Visit UHCBabyBlocks.com to sign up for the Baby Blocks rewards program.



UnitedHealthcare Community Plan
8 Cadillac Drive, Suite 100
Brentwood, TN 37027

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AMC-049-TN-CAID

Test time.

Cervical cancer usually does not have any symptoms. The way to find out if you have it is with a Pap test. This is a quick and simple test that looks for early signs of cancer. Your doctor uses a brush or swab to collect some cells from your cervix. A lab looks at the cells under a microscope.

The American Cancer Society recommends Pap screening for women every 3 years between ages 21 and 29. Then Pap and HPV tests every 5 years between ages 30 and 65. Testing can end at age 65 for women with a history of normal Pap results.



Get checked. Is it time to schedule your screening? Talk to your doctor. Together, you can create the best cervical cancer screening schedule for you. Need to find a new doctor? Call Member Services at **1-800-690-1606, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the UnitedHealthcare **Health4Me**® app.



Take charge.

See your PCP for your annual well visit.

Checkups aren't just for kids. They can help adults stay healthy, too. See your primary care provider (PCP) once a year for a well visit. You will get any tests or shots you need. Your PCP can look for problems that often don't have symptoms.

Get off to a good start this year by scheduling an appointment with your PCP. Preparing for your PCP visit can help you get the most out of it. Here's how you can take charge of your health care:

1. Think about what you want to get out of the visit before you go. Try to focus on the top 3 things you need help with.
2. Tell your PCP about any drugs or vitamins you take on a regular basis. Bring a written list. Or bring the medicine itself with you.
3. Tell your PCP about other doctors you may be seeing. Mention any medications or treatments they have prescribed for you. Bring copies of any reports and test results.
4. Write down your symptoms. Tell your doctor how you feel. Mention any new symptoms and when they started.
5. Bring someone for support. He or she can help you remember and write down information.



Need a doc? We can help. Call Member Services toll-free at **1-800-690-1606, TTY 711**. Or visit our member website at **myuhc.com/CommunityPlan** or use the **Health4Me** app.


Under control.

Tests for people with diabetes.

If you have diabetes, it is important 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 few months. Get this test 2 to 4 times per year.
- **Heart disease.** Controlling your cholesterol and blood pressure can protect your heart. Get your cholesterol checked once a year or when your doctor says you should. It's important to keep your blood pressure below 130/80. Get your blood pressure checked at every visit.
- **Kidney function.** Diabetes can damage your kidneys. A urine test and a blood test can check to make sure yours are working right. Get tested once a year.
- **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.
- **Foot exam.** Get your feet examined once a year to check for wounds and nerve damage.




 **We make it easy.** These tests are covered benefits. If you need help making an appointment or getting to the doctor, call Member Services toll-free at **1-800-690-1606, TTY 711**. Or use the **Health4Me** app.

Grow up strong.

In order to keep your kids healthy, they need routine screenings. TennCare Kids screenings help verify they are growing normally. It is also the time to get the vaccines they need to prevent illness.

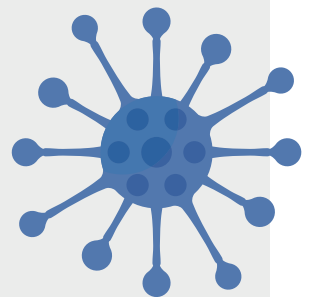



Vaccines are among the safest and most cost-effective ways to prevent disease. Protecting your child from preventable diseases will help keep them healthy and in school. At your child's next screening, talk to their primary care provider (PCP) to make sure your child gets the vaccines they need on time.

 **Schedule a checkup.** Is it time for your child to visit the PCP? Call your PCP's office today. Or call us toll-free at **1-800-690-1606, TTY 711**. We can help you make an appointment for a TennCare Kids screening.

Your best shot.

The flu virus is very common. It can cause serious problems and death, even in healthy children. Getting a flu vaccine each year is the best way to protect you and your children 6 months and older. Flu vaccines are made from killed viruses so you will not catch the virus. However, mild symptoms, such as nausea, sleepiness, headache, muscle aches and chills, can occur. Talk to your primary care provider (PCP) today about your yearly flu shot.



 **Get your vaccine.** There is no cost to you for flu shots. The best place to get one is at your PCP's office. You can also get one at any clinic or store that accepts your plan. Call Member Services toll-free at **1-800-690-1606, TTY 711**, for more information. Visit **myuhc.com/CommunityPlan** or use the **Health4Me** app to find a location near you.

Just the highlights.

2018 Quality Management results.


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 with 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. The National Committee for Quality Assurance (NCQA) writes the standards. NCQA is an independent agency. It compares the quality programs of health plans. We measure our progress meeting our goals using NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers & Systems (CAHPS®). HEDIS and CAHPS results are given in a national report card. Below you will find our 2018 TennCare HEDIS and CAHPS highlights. It compares our results to national averages:

Measure	UnitedHealthcare Community Plan Middle TN	UnitedHealthcare Community Plan East TN	UnitedHealthcare Community Plan West TN	HEDIS® 2017 National 50th percentile* *
2018 Adult CAHPS® Highlights				
Rating of Health Plan*	64%	68%	65%	60%
Rating of Personal Doctor*	64%	70%	66%	67%
Rating of all Health Care*	58%	61%	59%	55%
Rating of Specialist*	64%	75%	70%	67%
How Well Doctors Communicate#	91%	93%	91%	92%
2018 Child* CAHPS® Highlights — General Population				
Rating of Health Plan*	80%	80%	79%	71%
Rating of Personal Doctor*	79%	77%	76%	77%
Rating of all Health Care*	72%	74%	70%	70%
Rating of Specialist*	N/A	78%	70%	73%
How Well Doctors Communicate#	96%	93%	93%	94%
2018 HEDIS® Measures				
Women's Health				
Breast Cancer Screening	52%	57%	51%	59%
Timeliness of Prenatal Care	70%	85%	77%	84%
Postpartum Care	57%	68%	54%	64%
Diabetes Care				
A1C Level Testing	86%	87%	84%	87%
Retinal Eye Exam Performed	44%	57%	49%	55%
Diabetic Blood Pressure Control <140/90	65%	68%	57%	61%
Monitoring for Kidney Disease	90%	93%	89%	90%
Behavioral Health				
Antidepressant Medication Management — Effective Continuation Phase Treatment	28%	28%	26%	36%

+Population eligible members were 17 years of age and younger as of 12/31/2017.
 *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® 2017 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 programs, visit UHCCommunityPlan.com. 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.



Smile.

February is national children's dental health month.

Parents can take this time to focus on oral health. Here are a few tips for positive oral health learning experiences.

- **Brush together.** Brushing and flossing at the same time as your child can help start a healthy habit. Brushing and flossing with your child will allow you to help them. Make sure they are brushing and flossing the right way. Children who are younger than 8 years old may need help with brushing and flossing.
- **Eat healthy snacks together.** Snack time is a great time to talk about oral health. When making healthy snacks, talk about foods that are good for teeth like apples, nuts, celery and carrots. You can also talk about what is not a healthy snack for teeth like chips, candy, soda, cookies or sticky foods.
- **Get ready for your child's first dental visit.** Your child's first dental visit can be a little scary. Talking about the visit ahead of time will help keep your child calm. Stay positive and let them know that their first visit will be great.



Need help? If you 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 the website at **DentaQuest.com**.

Have a plan.

Get your teen ready for college.

Do you have a child in high school or a child who will be starting high school soon? You may think you have lots of time to plan for college. But the truth is it is never too early to start.

Getting ready for college has many steps. Parents and students can feel overwhelmed by it all. Questions, applications, financial aid and other documents can be confusing. The good news is you don't need to do it alone.

College planning resources are available. Visit **collegefortn.org** for information on college planning. You can start planning as early as elementary school. Developing skills and interests early may turn into an education pathway later. A good grade point average (GPA) is very important. It will make applying for scholarships and grants easier.

Paying for college can be a challenge. But Tennessee has many great options for free or lower-cost tuition. Remember, college doesn't need to be a 4-year program. Tennessee also has several technical and community colleges.

The website **tn.gov/collegepays** has helpful information about how to pay for college. Financial aid, scholarships and grants may be available for your student. Tennessee Promise can also help. It is a scholarship program that helps students pay for college. Tennessee Promise is also a mentoring program to help college students succeed and thrive.



Learn more. Online resources can help you and your teen get ready for college. Visit **collegefortn.org** and **tn.gov/collegepays** to learn about college applications, financial aid and other resources.





See here.

Get your teen's vision checked before they start driving.


Do you see everything crystal clear, or are things blurry? What does your child see? Vision health may not seem as significant to teens as physical or dental health. However, vision screenings are just as important, especially when driving. You want to be able to see every stop sign, pedestrian or stoplight to help avoid crashes. Without an eye exam, you are not able to know if you need glasses or contacts to improve your vision. Only your eye doctor will be able to tell you that.

During an eye exam, the doctor may use eye drops to enlarge the pupil. This helps them see inside your eye to check for different health problems. If problems are found early, they can start treatment right away to help prevent any vision loss. Many times, people do not realize they are not seeing clearly until they receive glasses or contacts. Then, their world opens up in a whole new way.

To keep your eyes healthy, you and your child should visit your eye doctor regularly. But don't wait on a checkup if you have any problems such as:

- Eye pain.
- Decreased vision.
- Draining or eye redness.
- Flashes of light.
- Double vision.
- Any changes in your regular vision.

Regular exams throughout your life help maintain your eyesight and eye health.

 **Eye spy.** See an eye doctor every year. Ask to have the results sent to your primary care provider (PCP).

Your total health.

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

Your primary care provider (PCP) may be the first to notice if you have symptoms of a mental health condition. They may suggest that you see a behavioral health provider. A therapist or psychiatrist may be the first to notice symptoms of a physical health condition. They may recommend that you see your PCP.

If you have a mental health issue, you may feel uncomfortable seeing your PCP. Some people with mental health issues may go to a mental health hospital. This may be the only time they see a doctor. The doctor should suggest scheduling an appointment with a PCP.

Before your doctors share any information, they will ask you to sign a permission form. You don't have to sign it. If you don't, no one can talk about your treatment. If you do give your OK, remember that strict privacy laws protect all information.

It is important to take care of all of your health problems. The best way to start is by sharing information. Tell your PCP about any other doctors who may be treating you. Allow them to coordinate the best care for your total health.





Fight obesity.

You can take steps to manage your weight.

What is obesity? The word simply means having a weight that is more than what is healthy based on your height. Obesity is a problem that is still growing in the United States. Almost half of American adults are obese.

Your weight can be affected by lots of things. What you eat is the main one. How active you are and your genetics also play roles in how much you weigh. The danger of obesity is that it can and will lead to other health problems. These health problems include diabetes, heart disease, stroke, joint problems and a higher risk for some types of cancer.

Making better food choices and being more active can help fight obesity. They can also reduce your risk for other chronic conditions. Talk with your doctor and set a plan for you. You can start small and set goals.



Know your number. Your body mass index (BMI) is a number that is used to determine if you are obese. Visit [cdc.gov/healthyweight/assessing/bmi](https://www.cdc.gov/healthyweight/assessing/bmi) and enter your

height and weight to find out your BMI. Talk to your doctor about making a plan to manage your weight.

Regain control.

Living with a chronic condition can be a lot to handle. There are so many medications to keep up with. Visits to the doctor come more often.

You may feel like you are out of control if you live with a chronic condition. The good news is there are steps you can take to regain control of your health.

- 1. Set goals.** Start by setting small goals to understand and improve your health.
- 2. Ask questions.** Ask your primary care provider (PCP) questions. Does smoking make your condition worse? How do your medications affect you and your condition? Should you lose weight?
- 3. Get help.** UnitedHealthcare Community Plan is here for you. Our health coaches can help with quitting tobacco, eating healthier and making a plan to exercise more.

It's OK to start small when you set your goals. Smaller goals set you up for success. Once you reach the small goals, the larger goals become much easier.



You're in control. Ready to take steps to improve your health? If you are interested in working with a health coach to reach your goals, call Member Services toll-free at **1-800-690-1606, TTY 711.**

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 miembros 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.

Our Member App

Health4Me®

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

NurseLineSM

1-800-690-1606, TTY 711

Optum® NurseLineSM 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.

Baby Blocks™

UHCBabyBlocks.com

Join a rewards program for pregnant women and new moms.

Healthy First Steps®

1-800-599-5985, TTY 711

Get support throughout your pregnancy.

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.

Health Insurance Exchange

1-800-318-2596

Healthcare.gov

Apply for TennCare.

TennCare

1-615-743-2000

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.

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

(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

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، بەخۆزایی، بۆ تو 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 ይደውሉ 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.