



Health Talk

Your journey to better health



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Summer 2023



CoverKids

Renew today

Did you know? Medicaid needs to be renewed every year. Turn to Page 2 to learn more.



Healthy eating

What's in season?

How to find cheaper fruits and vegetables

Summer is when fresh fruits and vegetables are at their best. Here are some places you can shop to save money on them:

- **Farmer's markets.** Many have low prices and accept benefits like SNAP or WIC cards. Also try buying from roadside stands.
- **Online services like Misfits Market and Imperfect Foods.** They deliver fresh produce at lower prices.
- **Community supported agriculture (CSA).** Joining a CSA can get you a big box of fresh vegetables at a set price every week.



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Keep your coverage

Be sure to renew your Medicaid eligibility

Medicaid is a state program. Every state has different rules. One rule they share is that members need to renew each year. You will need to provide information to your state. This will help them decide if you or your family members can still have Medicaid.

Your state will tell you when to renew. They may call it recertification or redetermination. Make sure they can reach you. Give them your current address, email and phone number. You must reply when they contact you. If you don't, you could lose your plan.

During the COVID-19 emergency, Medicaid was expanded. The emergency has ended. Some states are going back to lower income caps for Medicaid. This means you may no longer be able to keep Medicaid. If you can't, you may be able to get health care through the ACA Marketplace or your job. Find more information at [uhc.com/staycovered](https://www.uhc.com/staycovered).



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Renew today

Are you a CoverKids member? Renewals are starting soon. Don't risk a gap in your health insurance. Verify your contact information today. Online is faster using [tenncareconnect.tn.gov](https://www.tennareconnect.tn.gov). But you can also call **1-855-259-0701** or use the TennCare app on Apple or Google Play.

Routine vaccinations

Don't wait to vaccinate

Children and teens need to see their doctor each year for a checkup. It's important for their health, and their school may require it.

One of the things the doctor will do at this visit is give your child any vaccines they need. If your child is missing any of the shots your state requires, they may not be allowed to start school in the fall. Even if your child had all their

baby immunizations, there are more needed for school-age kids, such as:

- **COVID-19 and Flu:** Recommended each year
- **Tdap:** Age 11–12
- **HPV:** Age 11–12
- **Meningococcal:** Age 11–12 and age 16



See your provider. Does your child have an appointment for their back-to-school checkup? If not, call today to make one.

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.



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Dental health

Game on

Protect your child's teeth during sports

Did you know that your child should wear a mouthguard while playing sports? A mouthguard is a soft plastic protector made to fit over the top teeth. Mouthguards protect the teeth, face, lips, tongue and jaw from injury.

Mouthguards should be worn while playing:

- Football
- Basketball
- Soccer
- Softball
- Many other sports

You should take care of your child's mouthguard in between games. Here's how:

- Wash and rinse with cool soapy water.
- Allow to dry completely.
- Store in a container with small holes to allow venting.
- Do not leave mouthguards in the sun or soak in hot water.
- Check mouthguards for cracks or tears. Replace if needed.

Ask your child's dentist what type of mouthguard is right for your child.



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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 "Stop TennCare 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
ئێگاداری: ئهگهر به زمان ی کوردی قسه دهکهیت، **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.