

THE KEY TO A GOOD LIFE IS A GREAT PLAN

# HealthTALK



## 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.



## Avoid the ER.

Know where to go and when.

For most illnesses and injuries, your primary care provider's (PCP's) office should be the first place you call when you need care. You can even call at night or on weekends.

If you cannot get in to see your PCP, you could go to an urgent care center. Urgent care centers see walk-in patients. Many urgent care centers are open at night and on weekends.

Emergency rooms (ERs) are for major medical emergencies only. Go to the ER only when you think your illness or injury could result in death or disability if not treated right away. If you go for a minor illness or injury, you may need to wait a long time.



### Hello, nurse!

UnitedHealthcare has a 24/7 NurseLine<sup>SM</sup>. A nurse can help you decide the best place to get care. Call NurseLine at **1-800-690-1606, TTY 711.**



UnitedHealthcare Community Plan  
 8 Cadillac Drive, Suite 100  
 Brentwood, TN 37027  
 PMSRT STD U.S. Postage  
**PAID**  
 United Health Group

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# Make a connection.

## Support is vital for mental health.

If you have mental health issues, support can help. Sometimes it is scary to ask for help. But support can strengthen your recovery and healing. Find someone you trust to talk to. Ask a friend, family member or someone you look up to. Spending time with the people who love you can improve your mood and your overall well-being.

Support can come in many forms. Someone can help you with a specific task. They can just be there to listen when you are having a hard time. They can give you advice on an issue. Just hearing that you are on the right track can help you feel less alone. Joining a local group that shares your interests or issues can also help. For example, maybe a biking club, parenting support group or faith-based group is right for you.

It may also be helpful to reach out and connect with others who have had similar struggles. Peers can sometimes have a deeper understanding of what you are going through. You can connect with peers through group therapy with your provider. There are also 12-step and peer support resources in your community.



## Preteen vaccines.

When your child turns 11 or 12, it's time for another round of shots. These shots are given at your preteen's annual checkup. These vaccines help protect your children, their friends and your family members from serious diseases. Next time you take your middle-schooler to the doctor, ask about the following shots:

- **HPV:** Prevents human papillomavirus.
- **Meningococcal conjugate:** Prevents bacterial meningitis.
- **Tdap:** Prevents tetanus, diphtheria and pertussis.

If your child missed any of these shots, it's not too late to make them up.



### It's your best shot.

Learn more about vaccines for every member of your family at [CDC.gov/vaccines](https://www.cdc.gov/vaccines).

## Ask Dr. Health E. Hound.<sup>®</sup>

### Q: Why does my child need to be tested for lead?

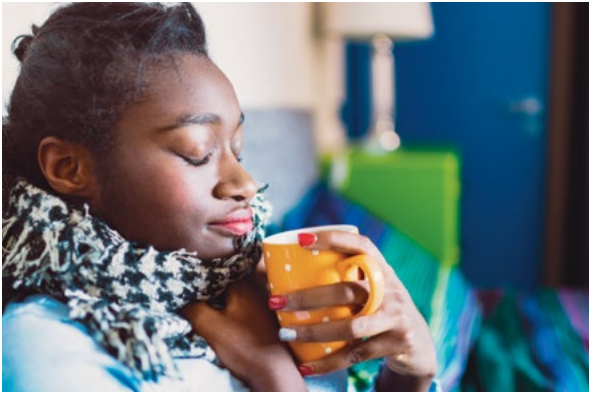


**A:** Lead is often found in plumbing or paint in older homes. Children can inhale or swallow lead. Too much lead in a child's body leads to lead poisoning. Lead poisoning can affect a child's blood, bones or brain. It can cause slow growth or developmental problems.

Many children with lead poisoning don't have symptoms. That's why testing is important. Experts recommend testing at ages 1 and 2. Lead testing is part of the well-child visit at these ages. The test is done using a few drops of blood.



**Learn about lead.** Read all about lead poisoning and other kids health topics. Visit [UHC.com/TNkids](https://www.uchc.com/TNkids).



## Rest easy.

Flu season is in full swing. The flu virus spreads easily during the cooler months.

The flu often comes on suddenly. You will likely have a fever and feel achy and tired. The flu often causes a cough, a sore throat and a stuffy nose. Some people get a headache or an upset stomach.

There is no cure for the flu. But self-care can help you feel a little better until it passes. Take a fever reducer/pain reliever. Get plenty of rest. Drink lots of water. Stay home to keep from giving the flu to others.

The best way to prevent the flu is with an annual flu shot. It's not too late to get this season's vaccine. It's recommended for everyone ages 6 months and older. Ask your PCP about the flu shot.



**Know your provider.** See your primary care provider for a checkup before you get sick. Need to find a new PCP? Visit [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan) or call **1-800-690-1606, TTY 711**, toll-free.



## See here.

### Get a diabetic eye exam each year.

Diabetic retinopathy is a common complication of diabetes. High blood sugar damages the blood vessels in the eye. Symptoms rarely start until the damage is bad. Treatment can stop it from getting worse. But it can't reverse the vision loss that already happened.

That's why it is so important to have a diabetic eye exam every year. It can catch the problem before you have symptoms. The test is quick and painless.

People with diabetes also are at higher risk for other eye diseases. These include cataracts and glaucoma. Good control of your diabetes can help prevent vision loss.



**We can help.** If you have diabetes or another chronic condition, we can help. We offer disease management programs. They help you manage your condition. To learn more, call **1-800-690-1606, TTY 711**.



## The right dose.

If your child has attention deficit hyperactivity disorder (ADHD), his or her provider may suggest medication. There are several kinds of medicines that treat ADHD. It may take a while to find the best medicine for your child.

Your child may need to change medicines or dosages a few times. Some medicines may not help your child. Others may cause side effects. A dose may be too low or too high.

That's why it's important for children on ADHD medicine to see their doctors often. Go within 30 days of when your child starts taking medicine. Visit again twice in the following nine months. Then be sure to keep regular appointments. Behavioral therapy and counseling can also help.

# Take charge of your condition.

## Try health coaching.

Living with a chronic condition can be difficult. To avoid feeling overwhelmed, it helps to have a good understanding of your condition. By educating yourself and asking questions, you can become an expert in self-care.

UnitedHealthcare Community Plan wants to help. We have many programs that could benefit you. We offer health coaches who can help you better understand the condition(s) that you are living with. They will work with you to set goals to make lifestyle changes that can help you keep your condition under control. They will also help you to understand the tests you need to have in order to better manage your condition. We have health coaches available to work with you on the following topics:

- Tobacco cessation.
- Exercise or increasing physical activity.
- Managing stress.
- Maintaining a healthy weight.
- Controlling use of alcohol or drugs.



**Just call.** If you would like to speak with a health coach, please call us toll-free at **1-800-690-1606, TTY 711.**



## Your total health.

### Communication between your providers is key.

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. He or she may suggest you see a behavioral health provider. A therapist or psychiatrist may be the first to notice symptoms of a physical health condition. He or she will recommend 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.

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 all information is protected by strict privacy laws.

It is important to take care of all your health problems. The best way to start is by sharing information. Share with your PCP and other doctors treating you. Allow them to coordinate the best care for your total health.

# Get a good start.

## Your child's mental health.

Being aware of your child's mental health early will set him or her up for success later in life. A child whose social, emotional and behavioral needs are met is more likely to show success in school. They are also more likely to make good choices in the future. Parents can support a child's mental health just as they support his or her physical well-being.

Are you concerned about a possible mental health issue in your child? Talking about your concerns with your child's doctor is a good first step. Addressing the problem early can prevent a larger issue from developing. Mental health is an important part of a child's growth. It includes these factors:

- How we think, feel, act and relate to others.
- How we communicate and learn.
- How we respond to what happens in our lives.

### What you can do

A positive, loving relationship with a primary caregiver is key. It can override the effects of negative experiences on a child's social and emotional development. It reduces the risk of mental health challenges throughout life. It also lowers the risk of other health problems.



Here are things parents and community members can do to promote mental health in children, from birth through high school:

- Spend time with your child. Let your child know he or she is loved.
- Let your child know he or she has someone to count on if bad things do happen.
- Help him or her build strong self-esteem.
- Help him or her develop good communication skills.
- Set up a structure or routine in your home.
- Talk about being healthy. Model eating right, getting the right amount of sleep and enjoying regular exercise.



## Prescribed for your health.

Taking your medication is one of the most important ways to control your condition. Your condition can become worse if you do not take your medication as directed by your doctor. It can also lead to other health problems.

There are some people who never get their prescriptions filled. Some people do not follow the directions. They may skip a dose. They may medicate at the wrong time. They may take the dosage other than directed.

People do not take their medications like they should for many reasons. Some people may not like the side effects. Some people may not be able to afford their medication. Some people may just forget to take it. It is dangerous to not take medications as directed, no matter the reason.



**Talk about it.** Talk to your health care provider or pharmacist if you have questions about your medication. They can help explain how the medication works and why it is important for you. They can also explain the side effects and help with any other concerns.

# Just the highlights.

## 2017 Quality Management results.

United Healthcare 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 2017 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 | 2016 National Medicaid 50th Percentile** |
|---|---|---|---|--|
| <b>2017 Adult CAHPS Highlights</b>  |   |   |   |  |
| Rating of Health Plan*  | 64.44%                                    | 66%                                     | 65.98%                                  | 58.06%                                   |
| Rating of Personal Doctor*  | 71.86%                                    | 67.76%                                  | 70.53%                                  | 65.03%                                   |
| Rating of all Health Care*  | 56.85%                                    | 57.52%                                  | 59.03%                                  | 53.78%                                   |
| Rating of Specialist*   | 61.2%                                     | 67.7%                                   | 66.01%                                  | 65.96%                                   |
| How Well Doctors Communicate#   | 92.41%                                    | 93.35%                                  | 92.38%                                  | 90.96%                                   |
| <b>2017 Child* CAHPS Highlights—General Population</b>                      |   |   |   |  |
| Rating of Health Plan*  | 75.12%                                    | 77.29%                                  | 76.99%                                  | 68.77%                                   |
| Rating of Personal Doctor*  | 79.69%                                    | 75.39%                                  | 76.95%                                  | 74.63%                                   |
| Rating of all Health Care*  | 72.5%                                     | 73.21%                                  | 71.2%                                   | 68.13%                                   |
| Rating of Specialist*   | N/A                                       | N/A                                     | N/A                                     | 71.31%                                   |
| How Well Doctors Communicate#   | 95.62%                                    | 95.01%                                  | 94.49%                                  | 93.26%                                   |
| <b>2017 HEDIS Measures</b>  |   |   |   |  |
| <b>Women's Health:</b>  |   |   |   |  |
| Breast Cancer Screening   | 51.59%                                    | 57.73%                                  | 49.93%                                  | 58.08%                                   |
| Timeliness of Prenatal Care   | 74.45%                                    | 79.75%                                  | 68.13%                                  | 82.25%                                   |
| Postpartum Care   | 59.61%                                    | 61.01%                                  | 48.18%                                  | 60.98%                                   |
| <b>Diabetes Care:</b>   |   |   |   |  |
| A1C Level Testing   | 80.97%                                    | 85.67%                                  | 82%                                     | 85.95%                                   |
| Retinal Eye Exam Performed  | 40.61%                                    | 55.11%                                  | 43.44%                                  | 53.28%                                   |
| Diabetic Blood Pressure Control <140/90                                     | 57.45%                                    | 60.89%                                  | 52.78%                                  | 59.73%                                   |
| Monitoring for Kidney Disease   | 87.52%                                    | 90%                                     | 90%                                     | 90.51%                                   |
| <b>Behavioral Health:</b>   |   |   |   |  |
| Antidepressant Medication Management—Effective Continuation Phase Treatment | 31.83%                                    | 34.59%                                  | 28.72%                                  | 38.06%                                   |

+Population eligible members were 17 years of age and younger as of 12/31/2016.  
 \*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.'  
 \*\* NCQA Quality Compass 2016 National Medicaid Benchmark  
 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 [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com). A paper copy of our QM program description is available upon request. Please call Customer Services toll-free at **1-800-690-1606, TTY 711**, for a copy.

# Recipe for health.

Start the day with a power bowl.

Power bowls are all the rage, and for good reason. They pack a hefty amount of protein into a satisfying meal, loaded with flavorful vegetables and condiments. Try starting your day with this Southwest-inspired recipe from the American Heart Association.



## Ingredients

- ¼ cup raw quinoa
- 1 avocado, pitted and diced
- 2 medium tomatoes, diced
- 1 ear of corn, removed from cob
- 2 green onions, chopped
- ¼ cup cilantro, chopped
- 4 eggs
- Reduced sodium salsa or hot sauce, optional

## Directions

Cook quinoa according to package directions. Cool slightly, and then divide between four bowls. (This can be done the night before.) Arrange the vegetables on top. Heat a medium skillet over medium-high heat and coat with non-stick cooking spray. Crack the eggs into the skillet and cover for about 3–4 minutes, until white is set and yolk is runny. Place one egg in each bowl. Top with salsa or hot sauce and enjoy.

Serves 4.



**Make it yours.** This recipe is easy to customize with different vegetables or eggs cooked however you like them best.



## Double trouble.

Diabetes and schizophrenia can go together.

If you have schizophrenia, you may be at a greater risk of getting diabetes. Or you may already have diabetes. It is important to work closely with your mental health provider and primary care provider (PCP). They will 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. 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 can improve your health if you do the following:

- Have an A1C test twice a year.
- Have an LDL cholesterol test at least once a year.
- See an eye doctor for a retinal eye exam once a year.
- See your PCP at least four times a year.
- Check your blood sugars 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.

# 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

#### Customer 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 Cliente 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.

**UHCRiverValley.com/just4teens**

Get health information just for teens.

#### Our Member App

**Health4Me™**

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

#### NurseLine

**1-800-690-1606, TTY 711**

Optum® NurseLine<sup>SM</sup> 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™

**UHCmyHealthLine.com**

If you qualify, you can get a smartphone and a monthly service plan at no cost.

### 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

**1-866-311-4287**

**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.

### Tennessee Health Connection

**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®

**UHC.com/TNkids**

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**

**1-866-311-4287**

Family Assistance Service  
Center Help Desk