



Health Talk



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Winter 2022



CoverKids

Your opinion matters

Beginning in March, you may be asked to complete a survey by mail or phone. We want to know how happy you are with UnitedHealthcare Community Plan. If you get a survey, please respond. Your opinion helps us make the health plan better. Your answers will be private.

A fit family

Show your kids the importance of exercise by making time for family fitness. Studies show that children with active parents are 6 times more likely to maintain an active lifestyle.



Try these fun exercise ideas this winter:

- Simple exercises, such as jumping jacks, sit-ups or push-ups
- Online exercise videos
- Singing and dancing to your favorite songs
- Going on a walk



Try an easy at-home workout. Learn some simple yoga moves at healthtalkyoga.myuhc.com.

UnitedHealthcare Community Plan
P.O. Box 219359
Kansas City, MO 64121-9359

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Healthy mind,
healthy body

Create a screen time plan for your family

Data shows that children are spending more time with their screens. While this is understandable due to the COVID-19 pandemic, the trend is still a cause for concern. Too much screen time can lead to a number of issues. These include obesity, irregular sleep and behavioral problems, such as loss of social skills or violent outbursts.

It's important to create a screen time plan that works for your family. Here are some ideas that can help you limit screen time for your child:

- Establish device-free times or rooms — for example, no phones at mealtime or no screens in the family room
- Make use of apps and built-in options that let you limit the use of the device
- Charge your phones and other devices outside of the bedroom
- Create regular rules around screen time — for example, no screens 1 hour before bed

Build healthy habits

How to take care of your child's teeth

Brushing teeth is an important part of your child's daily dental care routine. It helps keep their teeth clean and their gums healthy. Here are some tips:

- Have your child brush their teeth for 2 minutes twice a day with a soft-bristle toothbrush. Help them if they need it.
- The size and shape of your child's toothbrush should fit their mouth and allow them to reach all areas easily. Be sure the brush is the right size. Generally, a smaller brush is better than a larger one.
- Be sure your child brushes all sides of the teeth — the outside, the tongue side and the chewing surface.
- Replace your child's toothbrush every 3 to 4 months, or sooner if the bristles begin to spread. A worn-out toothbrush will not properly clean your child's teeth.



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Visit the dentist. If you need help finding a dentist, we can help. Call DentaQuest toll-free at **1-855-418-1622**. Or visit **dentaquest.com**.

The truth about vaping

Some people think that vaping is safer than smoking. But most vaping is not safe. Vaping cartridges contain nicotine and many other chemicals. No matter how it is delivered, nicotine is known to cause addiction. This also affects brain development, memory, learning and mood. Vaping cartridges without nicotine still have chemicals that can be harmful to lungs.

Vaping can be especially dangerous for teens. If your child or their friends are vaping, encourage them to quit. By quitting vaping, teens may find that their performance in sports and physical activities improves. You can also explain that the sooner someone quits, the better their body can fix the damage caused by vaping.

If your child needs help quitting smoking or vaping, talk to their provider. They can share resources to help.



istock.com/AleksandrYu

Vaccines save lives

Thanks to vaccines, many dangerous diseases are now rare. Diseases, such as polio and chickenpox, are good examples of this. Vaccines are part of regular care that children and adults should receive. Here are 4 reasons to vaccinate:

1. Vaccines are safe. They have been tested. Studies show they do not cause autism or other conditions.
2. Vaccines build your immunity to help you stay healthy.
3. Vaccines protect your family, friends and community. When more people are vaccinated, everyone has a lower risk of getting sick.
4. Diseases, such as COVID-19, are not stopped by city, state or international borders. But they are stopped by vaccines.

With COVID-19 and the flu spreading this winter, vaccines are the best protection against getting seriously ill. Anyone over the age of 5 is eligible to receive the COVID-19 vaccine. Flu shots are recommended each year for everyone 6 months and older.



Stay safe. For more information about vaccines for the entire family, visit [cdc.gov/vaccines](https://www.cdc.gov/vaccines). Find information about the COVID-19 vaccine at [uhccommunityplan.com/covid-19/vaccine](https://www.uhccommunityplan.com/covid-19/vaccine).



Checking in

Preventive care is important to help your child live their healthiest life. Your child’s annual wellness visit is a key part of their preventive care. At the visit, their provider will do a full exam, check their growth and development, and give them any vaccines they need.

Resource corner

UnitedHealthcare Resources

Member Services
1-866-600-4985, TTY 711
Find a provider, ask benefit questions or get help scheduling an appointment, in any language (toll-free).

NurseLine
1-866-600-4985, TTY 711
NurseLine is available toll-free, 24 hours, every day. You’ll reach a nurse who can help you with health problems.

Healthy First Steps®
1-800-599-5985, TTY 711
uhhealthyfirststeps.com
Get support throughout your pregnancy (toll-free).

TennCare Resources

DentaQuest
1-855-418-1622
dentaquest.com
DentaQuest provides dental care for members under age 21.

Civil Rights Compliance
tn.gov/tenncare/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.

Tennessee Statewide 24/7 Crisis Line
1-855-CRISIS-1
(1-855-274-7471)
Get immediate help for behavioral health emergencies.

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 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 1-866-600-4985, TTY: 711.

Kurdish: كوردی

گاداری: ئەگەر بە زمانی کوردی قسه دهکەیت، خزمەتگوزاریهکانی یارمەتی زمان، بهخۆراییی بۆ تو بهردهسته. پهیوهندی بکه به 1-866-600-4985 (TTY 711).

Arabic: العربية

ملحوظة: إذا كنت تتحدث اذکر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-600-4985 الهاتف النصي 711.

Chinese

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1-866-600-4985, 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 1-866-600-4985, TTY: 711.

Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-600-4985, TTY: 711번으로 전화해 주십시오

French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-600-4985 (TTY 711).

Amharic: አማርኛ

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች: በነጻ ሊያገለግሉት ተዘጋጅተዋል: ወደ ሚከተለው ቁጥር ይደውሉ:: 1-866-600-4985, TTY: (711)::

Gujarati: ગુજરાતી

ધ્યાન આપશો: જો તમે અંગ્રેજી ના બોલતા છો તો, ભાષા સહાયતા સેવાઓ, મફતમાં, તમને ઉપલબ્ધ રહે છે. કૉલ કરો 1-866-600-4985 નંબર પર, TTY: 711.

Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ ທ່ານ. ໂທ 1-866-600-4985, TTY: 711

German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfedienstleistungen zur Verfügung. Rufnummer: 1-866-600-4985, 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 1-866-600-4985, TTY: 711.

Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-866-600-4985, TTY: 711 पर कॉल करें।

Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-600-4985, TTY: 711.

Russian:	Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-600-4985, ТТУ: 711
Nepali:	नेपाली ध्यान दिनुहोस्: तपाईं नेपाली भाषा बोलुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क उपलब्ध छैन। 1-866-600-4985 (TTY 711) मा फोन गर्नुहोस्।
Persian:	توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌باشد. با 1-866-600-4985 تماس بگیرید، TTY: 711

- 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 **1-866-600-4985**. 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:</p> <p>https://www.tn.gov/content/dam/tn/tenncare/documents/complaint_form.pdf</p>	<p>UnitedHealthcare Community Plan</p> <p>Attn: Appeals and Grievances P.O. Box 5220 Kingston, NY 12402-5220</p> <p>Phone: 1-866-600-4985 TTY: 711</p> <p>You can get a complaint form online at:</p> <p>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:</p> <p>http://www.hhs.gov/ocr/office/file/index.html</p> <p>Or you can file a complaint online at:</p> <p>https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</p>
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