

Make Health Happen



Quarter 1, 2016

Spotting the signs of someone in crisis



In mental health terms, a crisis is not so much a traumatic event, but a person's response to it. One person may be deeply affected, while another person suffers no ill effects. Any situation in which people's behaviors put them at risk of hurting themselves or others can be called a crisis.

What are the signs?

For someone living with a behavioral health condition like depression, bipolar disorder or schizophrenia, many events can lead to a crisis.

Some of the warning signs include:

Not being able to cope with daily tasks

Change in personal hygiene

Changes in appetite

Excessive sleep or insomnia

Change in energy level

Rapid mood swings

Angry speech, threats or violent behavior

Confusion/inability to focus

The National Suicide Prevention Lifeline **1-800-273-TALK (8255)** and the Tennessee Statewide 24/7 Crisis Line **1-855-CRISIS-1 (1-855-274-7471)** both provide access to trained telephone counselors, 24 hours a day, 7 days a week. For more information, please visit the Tennessee Suicide Prevention Network website at tspn.org.

Emergency action is needed when someone is:

- Talking about suicide
- Displaying threatening behavior
- Hurting themselves

What should I do?

- Call 911
- Call Mobile Crisis number **1-855-CRISIS-1 • (1-855-274-7471)**
- Take them to an emergency room
- Call a suicide hotline:
National Suicide Prevention Lifeline
1-800-273-TALK (8255) • TTY 1-800-799-4889

INSIDE:

Complete two visits in just one PCP visit



Member Services

TennCare
1-800-600-4441

CHOICES
1-866-840-4991

TTY
711

Amerigroup On Call

1-866-864-2544
Español
1-866-864-2545

How much do you know about prostate cancer?

Find out by taking our quiz.

1. True or false:

The prostate is a gland that is part of the male reproductive system. It is found below the bladder and in front of the rectum. It surrounds the urethra (the tube that empties urine from the bladder).

2. True or false:

Prostate cancer is the second most common cancer found in men.

3. What are the symptoms of prostate cancer?

- A. Burning/painful urination
- B. Problem with starting/stopping urine flow
- C. Increased urge to urinate, especially at night
- D. Blood in urine
- E. All of the above

4. True or false:

I only need to be screened for prostate cancer if it runs in my family.

Call your primary care provider (PCP) today to schedule a prostate screening exam.

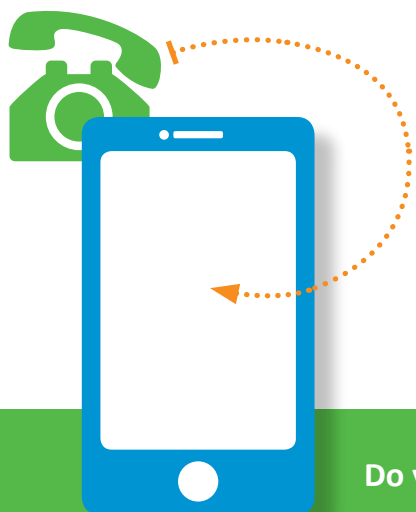


Answer key:

- 1. True.** As men age, the prostate may increase in size and cause the urethra to become more narrow. This can cause problems with urine flow.
- 2. True.** Prostate cancer starts in the prostate gland cells and is the second most common cancer for men after skin cancer.
- 3. E. All of the above.**
- 4. False.** Talk to your PCP to help you make informed decisions about prostate cancer screenings.

TennCare update: from telephones to tablets

The CHOICES Long Term Services and Supports (LTSS) program has a new requirement known as EVV.



What is EVV?

EVV stands for **electronic visit verification** process.

What is changing?

- Caregivers providing services at your home used the phone to check in and let us know they had arrived. As of October 1, 2015, the new rule requires them to use an electronic tablet instead of a phone.

How does this work?

- The tablet automatically records the GPS locations of your caregivers so we know they're checking in at your home.

How does this change affect me?

- Your caregiver will no longer need to use your phone or your cellphone minutes. We're providing the tablet at no cost to you.

What is the benefit to me?

- The tablet will provide better feedback about the services you're receiving. This helps our care coordinators learn more about your needs and any changes we need to follow up on.

Please let us know whether you have questions about the new tablet.

Do you think you or another CHOICES member is the victim of abuse, neglect or exploitation? You don't have to wait for a home visit or scheduled phone call to discuss it. Call us right away at 1-866-840-4991 (TTY 711).

Safe antibiotic use

When used properly, antibiotics can make you feel better fast when you're sick.

People get sick from two major types of germs: bacteria and viruses.

Antibiotics kill bacteria that cause infections, but they can't cure viruses that cause infections. Over time, taking too many antibiotics may cause your body to become resistant to fighting the bacteria. This can make it harder to get well from a new infection the next time.

For more information, please call Amerigroup at 1-800-600-4441.

Here are some simple rules for safe use of antibiotics.

Put a check in the box next to each one you plan to follow:

- | | |
|--|---|
| <input type="checkbox"/> I will only take antibiotics as prescribed by a primary care provider (PCP) to treat a bacterial infection. | <input type="checkbox"/> I will never use antibiotics prescribed for someone else, were left over from a previous infection or have passed their expiration date. |
| <input type="checkbox"/> I will only take antibiotics for as long as my PCP says to take them. | |
| <input type="checkbox"/> I will only use antibiotics that have been prescribed for me. | |

Remember:

- Antibiotics **can kill** a bacterial infection.
- Antibiotics **cannot kill** a virus.



Complete **two visits** in just **one trip** to the PCP

You may not think about taking your child to the primary care provider (PCP) when he or she is feeling well. When your child is sick, however, you can't get there soon enough.

Treating your child's illness is most important. But it's also a chance for you to complete a second well-child visit in the same trip. During your child's sick visit, ask your child's PCP if he or she can also do a full well-child exam. This will ensure you and your child's PCP have the information needed to help prevent another illness in the future.

A well-child visit may include:

- **Discussion of general health:**
 - Physical and mental development
 - Nutrition
 - Exercise
- **Physical exam** with height, weight and head measurements
- **Health education** or guidance

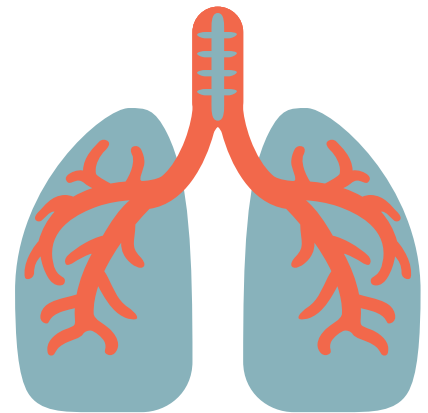
It's easy to get a well-child checkup.

Just call your child's PCP and schedule a visit today. For more information, please call Amerigroup at **1-800-600-4441**.



If you need help with a ride, you can call 1-866-680-0633.

Self-managing COPD



What is COPD?

COPD stands for:

C – Chronic
O – Obstructive
P – Pulmonary
D – Disease

COPD is a lung condition that makes it hard to breathe.

What are the causes of COPD?

The leading causes are long-term exposures to irritants that damage the lungs:

- Cigarette smoke
- Air pollution
- Chemical fumes
- Dust

What are the symptoms of COPD?

- A cough with a lot of mucus
- Shortness of breath
- Wheezing
- Chest tightness

What tests will my primary care provider (PCP) do to see whether I have COPD?

- Lung function tests
- Imaging tests
- Blood tests

Can COPD be cured?

There is no cure for COPD. But it can be treated. Be sure to notify your PCP if you're having any of the symptoms listed.

Self-managing COPD

These small steps can go a long way towards helping you manage COPD:

- Know your symptoms and call your PCP if they get worse.
- Don't over-exert yourself – know your limits.
- If you've been prescribed oxygen, use as ordered.
- Follow your recommended treatment and keep all PCP appointments.
- Take your COPD medications as directed.
- Get a yearly flu vaccine.
- Ask your PCP about getting a pneumococcal (pneumonia) vaccine.

When use becomes abuse

How much does your or a loved one's use of alcohol or prescription drugs concern you? The chart below indicates when it may be time to seek help.

	NORMAL USE	ABUSE
Alcohol	Drinking occasionally. Limiting amount of drinks consumed in one day or week. No legal or family problems related to drinking.	Inability to stop drinking or control amount of drinking. Drinking causes problems at work, home or with the law.
Prescriptions	Taking medicine exactly as prescribed. No change in dosage or purpose of use.	Taking someone else's prescription medicine. Using painkillers when not needed. Taking more than prescribed dosage or for the purpose of "getting high."



How does alcohol affect the body?

- **Brain:** affects communications, coordination, mood and behavior
- **Liver:** can cause fatty liver, hepatitis and cirrhosis
- **Cancer:** drinking too much can increase your risk of getting certain cancers.



What kinds of prescription drugs are most abused?

- **Pain relievers** (Vicodin, Oxycontin)
- **Stimulants** (Adderall, Ritalin)
- **Depressants** (Valium, Xanax)

If you see signs of alcohol or drug abuse, get help right away.

Talk to a primary care provider (PCP) or call the National Drug and Alcohol Treatment Hotline at

1-800-662-HELP (4357).



TennCare CHOICES in Long-Term Care, or CHOICES for short, is TennCare's program for Long Term Services and Supports (LTSS).

Long-term care services include care in a nursing home. Long-term services and supports also include care in your own home or in the community. These are called Home and Community-Based Services, or HCBS. This type of care may help keep you from needing to go to a nursing home for as long as possible. If you think you need long-term services and supports, call Amerigroup at **1-866-840-4991**.

Preventive care for children:

TENNderCare is now called TennCare Kids –
TennCare Kids will be the same health care for your children -

Check in, check up and check back!

TennCare Kids is the new name for TennCare's program to keep children healthy. The program was called TENNderCare or EPSDT (Early Periodic Screening, Diagnosis and Treatment). Your child **needs** regular health checkups even if they seem healthy. These visits help your child's primary care provider (PCP) **find and treat problems early**.

In TennCare Kids, checkups for children are free until they reach age 21. TennCare Kids also pays for all medically necessary care and medicine to treat problems found at the checkup. This includes medical, dental, speech, hearing, vision, and behavioral (mental health, alcohol or drug abuse problems).

If your child hasn't had a checkup lately, call your child's PCP today for an appointment. Ask for a TennCare Kids checkup. You can go to your child's PCP or the Health Department to get TennCare Kids checkups.

And, if someone else is worried about your child's health, you can get a TennCare Kids checkup for your child.

TennCare Kids checkups may include:

- Health history
- Complete physical exam
- Laboratory tests (as needed)
- Immunizations (shots)
- Vision/hearing screening
- Developmental/behavioral screening (as needed)
- Advice on how to keep your child healthy

Please read more about TennCare Kids in your member handbook.

REMEMBER, since TennCare Kids was called TENNderCare, you may see both names until all handbooks and other materials are updated.



More about Amerigroup

Do you need help with this information?

Is it because you have a health, mental health or learning problem or a disability? Or do you need help in another language? If so, you have a right to get help, and we can help you. Call Amerigroup Community Care at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES) for more information.

Do you have a mental illness and need help with this information? The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638 (TTY 1-877-779-3103).

If you have a hearing or speech problem, you can call us on a TTY/TDD machine. Our TTY/TDD number is 711.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-600-4441 (TennCare) o al 1-866-840-4991 (CHOICES).

We do not allow unfair treatment in TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Tennessee Health Connection for free at 1-855-259-0701.

You can also access an Unfair Treatment Complaint form by going online to www.myamerigroup.com/TN. Once there, select **For Members** from the left menu bar. Then click on the pull-down menu for the member handbook and open the PDF file.

Need help in another language? You can call Amerigroup Community Care for assistance in any language at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES) or the numbers below. Interpretation and translation services are free to TennCare members.

Foreign Language Lines – Call if you need help and need to speak with someone in one of these languages:

العربية	(Arabic)	1-800-758-1638
Bosanski	(Bosnian)	1-800-758-1638
کوردی - بادینانی	(Kurdish-Badinani)	1-800-758-1638
کوردی - سۆرانی	(Kurdish-Sorani)	1-800-758-1638
Soomaali	(Somali)	1-800-758-1638
Español	(Spanish)	1-800-758-1638
Người Việt	(Vietnamese)	1-800-758-1638

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 www.tn.gov/tenncare/fraud.shtml. 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.

If you don't have a way to get to your health care visits, you may be able to get a ride.

You can get help with a ride:

- Only for your TennCare services and
- Only if you don't have any other way to get there

If you are a child under the age of 21, you can have someone ride with you. **If you need help with a ride, you can call 1-866-680-0633.**

Amerigroup Community Care has a Quality Management/Quality Improvement (QM/QI) program that guides our processes, including how we look at patient safety. We listen to your comments and look at claims data to help us know where we need to do better. If you would like information about our performance, our efforts to improve patient safety or any other information about our QM program, please write to us at:

Amerigroup Community Care
22 Century Blvd., Suite 220
Nashville, TN 37214

If you want to know more about a doctor or hospital such as professional qualifications, please call Amerigroup Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES) (TTY 711).

You have a right to file a complaint about Amerigroup or your care. If your complaint is about either physical health care or behavioral health care, you can call Amerigroup at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES). Or write to us at:

Amerigroup Community Care
22 Century Blvd., Suite 220
Nashville, TN 37214



P.O. Box 62509
Virginia Beach, VA 23466-2509

My PCP Connection

Do you have a PCP you prefer to see? Is it the same PCP listed on your Amerigroup ID card? If not, My PCP Connection can help you and your family get access to the right care from the right PCP.

My PCP Connection is a feature on our secure member website. First, go online to

www.myamerigroup.com/TN. Register for a username and password if you haven't already. Then, log in with your username and password.

Once logged in, your PCP information will be in the box on the left. Click the link to make changes.

To change your PCP, you can also call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES). Ask for a new ID card if you don't have one.

