



## Make **Health HAPPEN** newsletter

### Preventive care for children: **TennCare Kids** checkups

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 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.

Check in,  
check up and  
check back!

# Make **Health HAPPEN**

Quarter 1, 2017 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



### Help with local services

#### Amerigroup Community Resource Link

is a site where you can search for free or low-cost local services for help with:

- Housing
- Jobs
- Education
- And more

To learn more, visit **amerigrouplink.auntbertha.com** or call 1-800-600-4441 (TTY 711).



#### Member Services

**1-800-600-4441**  
(TennCare)

**1-866-840-4991**  
(CHOICES and  
ECF CHOICES)

**TTY 711**

#### Amerigroup On Call

**1-866-864-2544**  
(TTY 711)

## How much do you know about **stress management?**

Some stress is normal. But with ongoing practice, you can better learn to cope with life's challenges.

#### True or false?

1. All stress is bad.
2. Unmanaged stress can harm your body.
3. Events like getting married or starting a new job can cause stress.
4. There's nothing you can do to control the effects of stress.

#### Answer key

- 1. False.** Stress is your body's natural way of reacting to life's demands. It can be useful when you're faced with a real or perceived threat.
- 2. True.** Without stress management, your body stays on high alert. This can affect your health, relationships and quality of life.
- 3. True.** Any change can cause stress.
- 4. False.** There are steps you can take to manage stress. Identify your triggers. Recognize when you're stressed. Look at what you can control. Get help from loved ones or your primary care provider (PCP).



#### Want to know more?

**For more information** about ways to manage stress, visit [nimh.nih.gov/health/publications/stress/index.shtml](http://nimh.nih.gov/health/publications/stress/index.shtml).

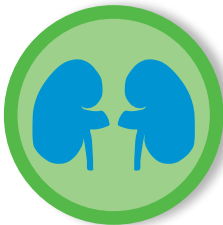
**The National Suicide Prevention Lifeline** 1-800-273-TALK (8255) and the Tennessee Statewide 24/7 Crisis Line 1-855-CRISIS-1 (1-855-274-7471) provide access to trained telephone counselors, 24 hours a day, 7 days a week. For more information, please visit the Tennessee Suicide Prevention Network website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

# Diabetes care from head to toe

Did you know diabetes can affect your body from head to toe? Over time, diabetes can hurt your eyes, heart, blood vessels, kidneys, nerves and feet if your blood sugar isn't under control. Seeing your health care provider for regular checkups and screenings is a good way to help you stay healthy.

## So what can you do to take even better care of yourself?

- 1. Eyes:** See a health care provider once a year for a dilated retinal eye exam. It's the best way to help protect your sight.
- 2. Heart:** Have your blood pressure checked at each health care visit and your cholesterol checked at least once a year.
- 3. Kidneys:** Get an HbA1c test every six months. It'll help show how well you're controlling your blood sugar.
- 4. Feet:** Have your feet checked at every health care visit. And remember to see a podiatrist (health care provider for your feet) for a foot exam at least once a year.



## What else can you do?

Medication is another way to help control diabetes. Talk to your primary care provider (PCP) about what type of medication may be right for you. If your PCP prescribes medication for your diabetes, be sure to take it as directed.

# What foods can help you stay hydrated?

You'd be surprised at how many foods have a high content of water. They're also refreshing and generally low in calories and have a lot of nutrients.

## Which of the following foods is more than 90-percent water?

- a. Cucumbers
- b. Iceberg lettuce
- c. Celery
- d. Radishes
- e. Tomatoes
- f. Red, yellow and green peppers
- g. Cauliflower
- h. Watermelon
- i. Spinach
- j. Strawberries
- k. Broccoli
- l. Grapefruit
- m. All of the above



The answer is **m**. All of the above:

- a. Cucumbers:** highest water content of any solid food; 97-percent water
- b. Iceberg lettuce:** low nutrient rating but 96-percent water
- c. Celery:** has folate and vitamins A, C and K; 96 percent
- d. Radishes:** high in antioxidants; 95 percent
- e. Tomatoes:** high in the antioxidant lycopene; 95 percent
- f. Red, yellow and green peppers:** 92 percent to 93 percent
- g. Cauliflower:** filled with vitamins and phytonutrients; 92 percent
- h. Watermelon:** high in lycopene; 92 percent
- i. Spinach:** rich in lutein, potassium, fiber and folate; 91 percent
- j. Strawberries:** 91 percent
- k. Broccoli:** great at fighting cancer cells; 91 percent
- l. Grapefruit:** high in vitamin C; 90 percent

For more nutrition information, visit [choosemyplate.gov](http://choosemyplate.gov).

# Wellness checkups are for the whole family

From birth through adulthood, yearly wellness checkups can help you stay healthy even when you're not sick. How often you see your primary care provider (PCP) depends on your age and whether you have a health condition.

While the Centers for Disease Control and Prevention (CDC) recommend everyone 6 months of age and older get a flu shot every year, do you know what other vaccines or checkups your family may need?

Put a check beside the age of each member in your household. Then put a check beside each service your loved one has received.

## Birth to 3 years of age:

- Children need 12 well-child checkups from birth to age 3.
- Vaccines (immunizations) to help protect against diseases like rotavirus, measles, mumps, chickenpox, pneumonia, hepatitis A, hepatitis B, influenza, polio, diphtheria, tetanus, pertussis and rubella
- Lead screenings to test for lead exposure at 12 and 24 months



## Ages 3 to 10 years:

- Well-child checkups (once a year)
- Booster shots (extra doses of vaccines) to increase protection or catch up on vaccines that may have been missed



## Ages 11-13 years:

- Well-child checkups (once a year)
- Booster shots and vaccines to protect against human papillomavirus (HPV) and meningitis

## Ages 14-18 years:

- Adolescent wellness checkups (once a year)
- Booster shots (extra doses of vaccines) to increase protection or catch up on vaccines that may have been missed
- Discussion about teen health topics and their changing bodies



## 18 years of age and older:

- Wellness checkups (once a year)
- Screenings for high blood pressure, diabetes, cholesterol, body mass index (BMI), colon cancer, breast cancer (for women), cervical cancer (for women), osteoporosis (for women age 65 or older), prostate cancer (for men) and abdominal aortic aneurysm (for men age 65 or older)
- Vaccines for people age 65 or older: shingles, diphtheria, tetanus, pertussis and pneumococcal

## TennCare Kids benefits end when a member turns 21.

What boxes weren't checked? Call your PCP today to make an appointment for a wellness checkup. You can take this checklist with you to discuss with your PCP.

To see a list of recommended services, screenings and vaccines by age and gender, visit the Centers for Disease Control and Prevention (CDC) website at [cdc.gov/prevention](http://cdc.gov/prevention).

# Join Dolly Parton's Imagination Library

We know that children who grow up around books do better in school and in life. But not all children have access to libraries and bookstores.

Dolly Parton's Imagination Library program helps children in the United States and around the world.

## For children enrolled in the program, it:

- Sends a new book each month mailed right to their home.
- Sends books to children from birth to age 5.
- Sends each child a total of 60 books.
- Does all of this at no cost to the family.

Dolly Parton's Imagination Library program is in all 95 counties across Tennessee. More than 24 million books have been sent to Tennessee children since October 2004.

To learn more about this program and how to sign up your child, look for the Imagination Library brochures at your local public library, health department, health care provider's office or childcare center. You may also register a child online by visiting <https://imaginationlibrary.com> or by calling 1-877-992-6657.







# What is Employment and Community First (ECF) CHOICES?

TennCare ECF CHOICES in Long-term Services and Supports (LTSS) is a Home and Community Based Services (HCBS) program that helps individuals with developmental disabilities (IDD) who aren't receiving services find jobs and live independently.

ECF CHOICES offers supports to help you achieve work and community living goals. It also provides support for your family and caregivers.

The covered long-term services and supports you can get in ECF CHOICES depend on the ECF CHOICES group you're enrolled in.

**There are three groups:**

- Essential Family Supports
- Essential Supports for Employment and Independent Living
- Comprehensive Supports for Employment and Community Living

If you enroll in ECF CHOICES, TennCare will tell you which group you're in.

If you're not sure which group you're in or for more information, call 1-866-840-4991 (TTY 711).

## Community Living Supports housing as a CHOICES benefit: Is it right for me?

Community Living Supports (CLS) is a community-based, residential alternative service for adults living with disabilities as well as seniors. The service provides individual support for up to four roommates to help them live in an independent setting in their community.

CLS services may include hands-on help, supervision, transportation and guidance in helping the resident make his or her choices about:

- Choosing/moving into a home.
- Finding/choosing housemates.
- Getting/keeping up with household furnishings.
- Improving daily activity skills such as personal hygiene, eating and mobility.
- Pursuing educational/employment goals
- Making/keeping health care provider appointments and medical services.
- Taking medication.
- Managing chronic conditions.
- Using public transportation and emergency services.
- Asserting rights.



The CLS Family Model provides the same support but for up to three people living in the home of trained family caregivers other than the individual's own family in an adult foster care arrangement. In this setting, the provider allows the residents to move into his or her home for a more family-like experience. And the CLS services would also include hands-on guidance with residents' choices about:

- Improving daily activity skills such as household chores, meal planning, shopping and personal finance.
- Building relationships with loved ones.
- Participating in community activities.

### For more information

about Community Living Supports housing as a CHOICES benefit, call 1-866-840-4991 (TTY 711).

## Do you want to keep your TennCare?

Be sure TennCare has your current address. **Here's what you should do:**

**Step 1** If TennCare has your current address, you do not need to do anything yet. If you haven't given TennCare your current address, you need to call TennCare. It's a free call: 1-855-259-0701.

**Step 2** Watch for mail from TennCare. Open and read any mail from TennCare and follow the directions. If you don't, you could lose your TennCare.



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 (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 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:

**Amerigroup Nondiscrimination Coordinator**

22 Century Blvd., Suite 220  
Nashville, TN 37214

Email: [tn.nondiscrimination@amerigroup.com](mailto:tn.nondiscrimination@amerigroup.com)

Phone: 1-800-600-4441 (TTY 711)

Fax: 1-866-796-4532

**Health Care Finance and Administration**

Office of Civil Rights Compliance  
310 Great Circle Road, Floor 4W  
Nashville, Tennessee 37243

Email: [HCFA.Fairtreatment@tn.gov](mailto:HCFA.Fairtreatment@tn.gov)

Phone: 855-857-1673 (TRS 711)

You can get a complaint form online at:  
<http://www.tn.gov/hcfa/article/civil-rights-compliance>

**U.S. Department of Health & Human Services  
Office for Civil Rights**

200 Independence Ave SW, Rm 509F, HHH Bldg  
Washington, DC 20201

Phone: 800-368-1019

(TDD): 800-537-7697

You can get a complaint form online at:  
<http://www.hhs.gov/ocr/office/file/index.html>

Or you can file a complaint online at:  
<https://ocrportal.hhs.gov/ocr/portal/lobby.js>

**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 [tn.gov/tenncare/fraud.shtml](http://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.

**What do you know about your rights?** You can find a listing of your rights and responsibilities as a TennCare and Amerigroup member in the Member Handbook. The Member Handbook is available online ([www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)) or you can call 1-800-600-4441 to request a copy be mailed to you.

# 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 1-800-600-4441 (TTY 711).

**Kurdish:** **کوردی**  
ئاگاداری: ئه‌گه‌ر به زمانی کوردی قهسه ده‌که‌یت، خزمه‌تگوزاریه‌کانی یارمه‌تی زمان، به‌خۆرای، پۆ تۆ به‌رده‌سته. په‌یوه‌ندی به 1-800-600-4441 (TTY 711) بکه.

**Arabic:** **العربية**  
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-600-4441 (رقم هاتف الصم والبكم 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1-800-600-4441 (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 1-800-600-4441 (TTY 711).

**Korean:** **한국어**  
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-600-4441 (TTY 711)번으로 전화해 주십시오.

**French:** **Français**  
ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le 1-800-600-4441 (ATS 711).

**Amharic:** **አማርኛ**  
ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከዚህ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-800-600-4441 (መስማት ለተሳናቸው፡ 711)፡፡

**Gujarati:** **ગુજરાતી**  
સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-600-4441 (TTY 711).

**Laotian:** **ພາສາລາວ**  
ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-600-4441 (TTY 711).

**German:** **Deutsch**  
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-600-4441 (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 1-800-600-4441 (TTY 711).

**Hindi:** **हिंदी**  
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-600-4441 (TTY 711) पर कॉल करें।

**Serbo-Croatian:** **Srpsko-hrvatski**  
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-600-4441 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

**Russian:** **Русский**  
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-600-4441 (телетайп: 711).

**Nepali:** **नेपाली**  
ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-600-4441 (टिटिवाइ: 711) ।

**Persian:** **فارسی**  
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-600-4441 (TTY: 711) تماس بگیرید.

**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 1-800-600-4441.** We can connect you with the free help or service you need. (For TTY, call 711).

## 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](http://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 and ECF CHOICES). Ask for a new ID card if you don’t have one.