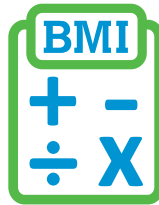


# Make Health HAPPEN

Quarter 1, 2018 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## What does BMI mean?



Body mass index, or BMI, is a measurement of how much fat is in your body. It can also help determine your risk for developing certain health problems such as diabetes and heart disease.

A healthy weight can help lower your risk of health problems. Each year, when you and your child go for your wellness checkups, ask your primary care providers (PCPs) to check you and your child's BMI. Then discuss the results with your PCPs and ask them what you can do to help keep your family healthy.

If you're concerned about your or your child's BMI or want to take steps to manage your or your child's weight, Amerigroup Community Care has case managers who can help. Call 1-888-830-4300 (TTY 711) to learn more.



You can also calculate your or your child's BMI at [cdc.gov/healthyweight/assessing/bmi](http://cdc.gov/healthyweight/assessing/bmi), or scan this image with your smartphone.



**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) 1-866-864-2545 (español)**

# Healthy eating

Eating a healthy diet can help prevent disease and lower your weight. Not sure where to start?

Put a check beside the healthy eating tips you're willing to try.

- ☐ Replace unhealthy habits with healthy ones one step at a time. Try drinking water instead of soda, eating fruit instead of chips or planning and cooking a well-balanced meal with your child.
- ☐ Eat fresh fruits and vegetables every day.
- ☐ Eat only when you're hungry.
- ☐ Drink at least eight 8-ounce cups of water every day. Sometimes, we think we're hungry when we're really thirsty.

Being active as a family can be fun and lead to healthier lives. Below are a few activities you and your family can do together:

Try to do one hour of physical activity each day.

- Find a fun activity everyone enjoys such as a family park day, swim day or bike day. What's an activity your family could do together?

- 
- 
- Walk around the block after a meal.

Aim for two hours or less of screen time (TV, computer, video games) per day.

- What is something your family could do together instead?
- 
- 



# Safe antibiotic use

Here are some simple rules for safe use of antibiotics. Put a check in the box next to each one you plan to follow:

I will:

- ☐ Only take antibiotics as prescribed by a provider to treat a bacterial infection.
- ☐ Only take antibiotics for as long as my provider says to take them.
- ☐ Only use antibiotics that have been prescribed for me.
- ☐ Never use antibiotics that were prescribed for someone else or left over from a previous infection or have passed their expiration date.

Remember:

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

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## What is person-centered planning?

Person-centered planning (PCP) provides a way of helping a person plan all aspects of his or her life by making sure that person is always at the center of the health care decisions that are being made on his or her behalf.

Questions to keep in mind when thinking about PCP:

- Who are the important people in a person's life?
- What are the person's strengths?
- What's important to the person (currently and in the future)?
- What kinds of support will the person need to achieve the future he or she wants?



For more information, visit [tn.gov/didd/section/person-centered-practices](http://tn.gov/didd/section/person-centered-practices).

# Living well with diabetes

As you know, you and your primary care provider (PCP) are a team. During your checkups, you and your PCP can discuss any concerns you may have and tests you may need. Use the chart below to help you keep track of your tests.



Name of test	What does it test?	How often should I have the test?	Date of last test and results. Use the spaces to write the date you were last tested and the results.
Dilated eye exam	Eye/retina to look for changes that could lead to blindness	Once a year	
Foot exam (monofilament)	Nerve sensitivity and health in your feet to help avoid foot problems and wounds	Once a year	
Blood pressure	Blood pressure to make sure it's not high and causing problems with your organs	Every time you visit your PCP	
A1C (hemoglobin A1c or HbA1c)	Blood sugar to see how well your blood sugar was controlled during the last three months	At least twice a year or more if your PCP asks	
LDL (blood cholesterol or low density lipoprotein)	Blood fats (bad cholesterol) to make sure high levels aren't damaging your heart	As often as your PCP recommends	
Microalbumin (urine test or protein test)	Urine protein to see how well your kidneys are working and prevent or delay kidney problems	Once a year	



## What are my target numbers for the following?

Blood pressure: \_\_\_\_\_ A1C: \_\_\_\_\_ LDL: \_\_\_\_\_

## Who should get a flu shot?

Try to get a flu shot as soon as the vaccine becomes available — before the flu season even begins and reaches your community. This will give your body time to develop the antibodies needed to protect against the flu.

### How active is the flu in your state or city?

Visit [cdc.gov/flu/weekly/usmap.htm](https://cdc.gov/flu/weekly/usmap.htm) for more details.



The Centers for Disease Control and Prevention (CDC) recommends everyone 6 months and older, especially those at high risk of serious complications from the flu, get a flu shot every year.



# Preventive care for children: TennCare Kids checkups

## Check in, check up and check back

Your child needs regular health checkups, even if he or she seems healthy. These visits help your child's primary care provider (PCP) find and treat problems early.

With 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 health (mental health, alcohol or drug abuse problems) services.

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.



Has it been more than a year since you or your child had a wellness checkup?

Call your PCP today to schedule a wellness checkup so he or she can check your height, weight, blood pressure, cholesterol, blood sugar, hearing and vision and give you any shots you may need.

If you need help finding a PCP or making an appointment, call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES) TTY 711.

## My PCP Connection

Do you have a primary care provider (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 PCPs who meet your needs.



**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.

# When use becomes misuse

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

	Normal use	Misuse
<b>Alcohol</b>	<ul style="list-style-type: none"><li>■ Drinks occasionally</li><li>■ Limits amount of drinks consumed in one day or week</li><li>■ No legal problems or issues at work, school or home that are related to drinking</li></ul>	<ul style="list-style-type: none"><li>■ Unable to stop drinking or control amount of drinking</li><li>■ Drinking causes legal problems or issues at work, school or home</li><li>■ Effects include mental health issues such as depression and anxiety</li></ul>
<b>Drugs</b>	<ul style="list-style-type: none"><li>■ Takes medicine exactly as prescribed</li><li>■ No change in dosage or purpose of use</li></ul>	<ul style="list-style-type: none"><li>■ Takes someone else's prescription medicine</li><li>■ Uses medicine when not needed</li><li>■ Uses more than the prescribed dosage</li><li>■ Uses illegal drugs</li><li>■ Effects include mental health issues such as paranoia, depression and anxiety</li></ul>



If you see signs of alcohol or drug misuse, get help right away. You can also call the Substance Abuse and Mental Health Services Administration's National Helpline at 1-800-662-HELP (4357) 24 hours a day, 7 days a week.



## Driving safety tips

As you grow from your preteen years into a teenager, it's important to think about ways to keep yourself safe. Driving safety is one way to do just that.

Here are a few of the driving safety tips you should think and know about:

- What a driver should and shouldn't do while they are driving
- What a passenger or pedestrian should or shouldn't do while someone else is driving. And how drivers can help keep passengers and pedestrians safe.
- What can happen when a driver drinks or takes drugs and then drives
- What can happen when a driver uses a cellphone — especially texting — while driving
- How seat belts can save lives — of drivers and passengers

Getting to drive a car can be a big deal in a teenager's life. But the dangers of driving are not the only thing teenagers will face as they grow up. Here are some of the other things you should think about.

### Other safety concerns

Teens need to know that using drugs or alcohol — even just once — can end in death. Starting with something small or having just a little can lead to more and more and more. Trying drugs and alcohol can lead to abusing them or even becoming addicted to them.

Pressure from family, school, social groups, peers and friends is sometimes too much for preteens and teens to handle. The need to be accepted can be strong. And the feelings you have when you're not accepted can weigh you down. It can lead to depression, self-harm or suicide. If you have these feelings or concerns, talk with your primary care physician (PCP) or a mental health professional.



# You can put an end to cyberbullying

Children and teens who are bullied experience real torment. It affects their social and emotional development and can lead to suicide. Cyberbullying is sending hurtful texts, emails or posts on social media.

Do you suspect cyberbullying?

You can contact your child's school for help. You can also find helpful tips at [stopbullying.gov](http://stopbullying.gov) or [kidshealth.org](http://kidshealth.org).

## SIGNS YOUR CHILD IS BEING CYBERBULLIED

- Is afraid to go to school
- Complains of feeling sick
- Has changes in eating or sleeping habits
- Seems sad, moody, angry or depressed
- Avoids certain places

## HELP YOUR CHILD DEAL WITH CYBERBULLIES

- Tell your child to ask the bully to stop.
- Tell your child not to get in a fight.
- Have your child talk to an adult he or she trusts.
- Provide comfort and support.
- Have your child practice confidence.
- Block the number and/or user.

## SIGNS YOUR CHILD MIGHT BE THE CYBERBULLY

- Fights with others — physically or verbally
- Is quick to blame others
- Is sent to the principal's office or detention often for problems with others

## WHAT TO DO IF YOUR CHILD IS THE CYBERBULLY

- Have your child think about how it feels to be bullied.
- Have your child show his or her feelings in a positive way.
- Have your child talk to someone he or she respects.



## Wellness brings rewards

Did you know you or your child can earn rewards for your yearly checkups and screenings? Below are the rewards you or your child may qualify for, if you're part of the Healthy Rewards program.

Who's eligible	Healthy activities	Reward	Limit
Kids and young adults (ages 2-20)	Early, periodic, screening, diagnosis and treatment (EPSDT) exam	\$20	Once every 12 months
Adults (ages 18-75) diagnosed with diabetes	Blood sugar (A1C) test	\$10	Once every 12 months
	Retinal eye exam	\$25	Once every 12 months
	Nephropathy (kidney) screening	\$10	Once every 12 months
Women (ages 50-74)	Breast cancer screening	\$10	Once every 12 months
Pregnant women	1st prenatal visit (within 42 days of enrollment)	\$25	Once per pregnancy
	Postpartum visit (21-56 days after delivery)	\$50	Once per pregnancy

Not a member of Healthy Rewards? To enroll, call 1-877-868-2004 from 8 a.m. to 7 p.m. Monday through Thursday and 8 a.m. to 6 p.m. Friday.

# 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.

## 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'd like information about our performance, efforts to improve patient safety or QM program, please write to us at: Amerigroup Community Care, 22 Century Blvd., Suite 220 Nashville, TN 37214.



## 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.

### 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: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-600-4441 (TTY: 711) بکە.

Do you need help with your health care, talking with us or reading what we send you? Call us for free at 1-800-600-4441 (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 1-800-600-4441 (TTY 711) or TennCare at 1-855-857-1673 (TRS 711) for free. You can also get a complaint form online at <http://www.tn.gov/hcfa/article/civil-rights-compliance>.

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 <http://tn.gov/tenncare> and click on "Stop TennCare Fraud." To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll free 1-800-433-5454.



An Anthem Company

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



Make **Health** HAPPEN

## Help finding 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 **[www.myamergroup.com/TN](http://www.myamergroup.com/TN)** then click Community Resources or call **1-800-600-4441** (TennCare) or **1-866-840-4991** (CHOICES and ECF CHOICES), TTY 711.

## Achieving your employment goals

Setting employment goals can help build confidence and self-esteem, have a positive impact on your happiness and well-being and bring about financial rewards. Some goals may seem too big. But if this happens, try breaking them down into smaller goals or steps. And each time you achieve a goal or step, don't forget to celebrate and look back at how far you've come.