

Make Health HAPPEN

Quarter 1, 2019 | www.myamerigroup.com/TN



CHOICES members with severe and persistent mental illness (SPMI):

Make a move for your independence!

Ready to move out and be more independent? Ready to rebuild a life in the community?

With supported housing services, your housing specialist can help you:

- Move to a new home
(close to family, friends or other support)
- Find and keep a job
- Manage your medicines, diet and finances
- Keep your medical appointments
- Find other supports you need (in or close to home)
- And so much more!

If you want to learn more about supported housing, talk to your primary care provider (PCP). Or call 1-866-840-4991 (TRS 711).



**Member
Services**

TennCare: 1-800-600-4441 (TRS 711)
CHOICES/ECF CHOICES: 1-866-840-4991 (TRS 711)
24-hour Nurse HelpLine: 1-866-864-2544 (TRS 711)

Employment and Community First (ECF) CHOICES members:

Take care of the business, take care of your health

Did you know that no matter your age, gender or disability, employment leads to better health? That's because working improves your:

- Social life
- Self confidence
- Sense of well-being
- Income (to buy nutritious food, safe housing, etc.)
- Mental and behavioral health

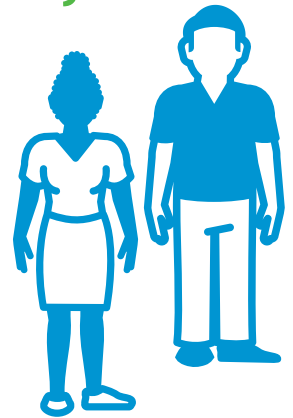
Note: Just because you're working doesn't mean you'll lose your benefits.

We can help you find a job and keep it!

Are you thinking about work?

Do you have questions about
how to start looking for a job?

Are you ready to begin your job search?



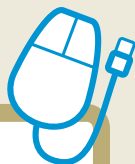
With Employment and Community First CHOICES, you'll have a support coordinator and employment specialist to help you:

- Find the right job for you
- Get rides to your interviews and job
- Understand how your paycheck will affect your benefits
- Answer your questions
- Get the resources you need, like:
 - Clothing
 - Job aids
 - On-the-job support
 - Help at home

Call your support coordinator today. Or call 1-866-840-4991 (TRS 711).

Click for kids' health!

Visit these websites
for health tips, games
and learning — just
for kids and teens:



Websites for kids and
teens can be found at
cdc.gov/family/kidsites.

BAM! Body and Mind | cdc.gov/bam

"Learn what you need to know to make healthy lifestyle choices."

Kids' Quest on Disability and Health | cdc.gov/ncbddd/kids

"Learn the answers to some of your questions about kids with disabilities."

Questions and Answers about Rabies, Bats, and Summer Camps cdc.gov/rabiesandkids

"Learn how to protect yourself and your pets from a serious disease called rabies."

Express Your Health!™ Activity Book for Kids cdc.gov/family/kidheroes

"Learn safe and healthy habits with these fun pages, including an activity book, puzzles, coloring pages and games."

Are You a Working Teen | cdc.gov/niosh/docs/97-132

"Are you a working teen? Learn about your rights on the job and how to protect yourself from injury."



Brush up on your teeth cleaning skills

You know it's important to brush and floss every day. But have you been doing it right?

How to brush:

- Remember 2x2 — brush 2x per day for two minutes.
- Be gentle! Don't rush!
- Get every angle — brush the top, outer and inner sides and your gum line.
- Wait 15-20 minutes after eating to brush.
- Throw out your toothbrush as soon as bristles start to bend or fray.
- Choose a soft or extra soft toothbrush.



How to floss:

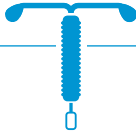
- Clean between teeth 1x per day.
- Wrap floss around both middle fingers. Then hold each side with your thumb and index finger.
- To get between teeth, gently slide floss back and forth.
- Gently curve your floss around the base of each tooth.
- Use a clean section of floss in between each tooth.
- Use the same gentle, back-and-forth motion to remove floss from between teeth.



Not ready to have kids?

Consider an IUD or implant.

Ladies — you have more choices than ever to prevent getting pregnant.

IUDs	Stands for <u>intra</u> uterine <u>d</u> evice	
	It's a small, T-shaped piece of plastic and/or copper	
	Inserted into the uterus	
	Releases small amounts of hormones to prevent pregnancy	
Implants	It's a tiny rod	
	Inserted in your upper arm	
	Releases small amounts of hormones to prevent pregnancy	

Both of these birth control methods are:

- Private** — you can't see it or feel it
- Safe** — they do not cause infertility — that's a myth
- Effective** — over 99%
- Long acting** — lasting 3-12 years
- Reversible** — if you decide you're ready to get pregnant
- Easily inserted and removed** by a trained health care provider

Want to learn more? Talk with your PCP or OB/GYN.

TennCare Kids parents and members: Addicted to devices?

As a parent, it can be hard to know when to limit or restrict device and internet use. Let's face it, social media has changed the way we and our kids socialize. Taking away a kid's phone, device and/or internet can cut them off from many of their friends.

Here are some tips to help you and your family find balance:

Devices should not interfere with:

- Sleep
- Study
- Exercise
- Healthy diet
- Social events
- Hygiene
- Mood
- Face-to-face conversations with family members or friends



If it affects your child, you may want to try:

- Talking about it. Let them know it's a problem.
- Setting limits that work for your family
For example:
 - No devices at meal times or bed time
 - No devices in the kitchen, bedrooms, car or other areas
- Being a role model. Practice what you preach.
- Taking time outs together for family activities
- Keeping an eye on their social media pages and watching out for too much device use
- Restricting devices only for device-related offenses, like:
 - Sneaking or lying about devices
 - Inappropriate behavior on social media
 - Neglecting other responsibilities due to device use/abuse

TennCare CHOICES in Long-Term Care, or "CHOICES" for short, is TennCare's program for long-term care services. Long-term care services include:

- Care in a nursing home
- Or care in your own home or in the community (instead of having to go to a nursing home)

If you think you need long-term care services, you can call 1-866-840-4991.

My PCP Connection

Do you have a PCP you prefer to see? Is it the same PCP listed on your Amerigroup Community Care ID card? If not, you can make the change online with [My PCP Connection](#). Here's how:

- 1** Go online to www.myamerigroup.com/TN.
- 2** If you haven't already, register for a username and password. Then log in to your secure account.
- 3** Once logged in, your PCP information will be in the box on the left. Click the link to make changes.

Rather talk with someone? Call Member Services at:

- 1-800-600-4441 for TennCare
- 1-866-840-4991 for CHOICES and ECF CHOICES

We'll send you a new ID card with the PCP's name on it.



Planning for college

Do you have a child in high school or one starting soon?
You may think you have lots of time to plan for college. But the truth is it is never too early to start.

Paying for college can be a challenge. Did you know that Tennessee has many great options for free or lower tuition? And remember, college doesn't have to be a four-year program. Tennessee also has several technical and community colleges.

College planning resources

Start planning early! You can go online to www.collegefortn.org for information on college planning as early as elementary school. Developing skills and interests early may turn into an education pathway later. A good grade point average (GPA) is very important. It will make applying for scholarships and grants easier in their junior and senior years.



Financial aid resources

A big question for parents and students is how to pay for college? The website www.tn.gov/collegepays.html has helpful information. Financial aid, scholarships and grants may be available for your student. And don't forget about Tennessee Promise. Tennessee Promise is a scholarship program that helps students pay for college. It is also a mentoring program that helps them thrive as a college student.



Getting ready for college has many steps. Parents and students can feel overwhelmed by it all. Questions, applications, financial aid and other documents can be confusing. The good news is you don't have to do it alone!



Are you at risk for diabetes?

Diabetes is caused by too much sugar in the blood. It's a serious, lifelong condition that can be fatal. According to the Centers for Disease Control and Prevention (CDC), it's the seventh leading cause of death in the U.S. And what's worse — over half of people with diabetes don't even know they have it.

You may be at risk of getting type 2 diabetes if you:

- Are overweight
- Are 45 or older
- Have a family member with type 2 diabetes
- Exercise less than three times a week

Here are some of the symptoms:

- Increased thirst, hunger and urination
- Feeling tired or low on energy
- Blurry vision
- Sometimes, there may be no symptoms

Your doctor may screen you for diabetes or prediabetes at your yearly wellness visit. If you think you're at risk, call your PCP and make an appointment today.



Teen suicide prevention

According to the CDC, suicide is the third leading cause of death for youth ages 10-24. Sadly, that comes out to about 4,600 deaths each year.

Help us prevent teen suicide! Watch for red flags:

- Having a family member or friend who committed suicide
- Depression or other mental health problems
- Served jail time
- Has access to weapons or lethal substances
- Alcohol and drug use
- Moves a lot and/or struggles making friends

If you or someone you know is at risk, don't wait!

Here's what you can do right now:

- Go to the nearest hospital or emergency room.
- Call the Suicide Prevention Lifeline: 1-800-273-TALK (8255).
- Visit a guidance counselor or a local community mental health center.



Managing mental health medicines

Medicines can't cure mental and behavioral health conditions, but they can be a huge help.

They can:

- Help make mental illnesses affect you less
- Or even make symptoms go away

But if you stop taking your medicine, all your symptoms may come back. That's why it's so important to talk with your doctor first. Also, make sure to:

- Tell your doctor about any side effects
- Let them know if something else bothers you, like if the medicine is hard to take

Call the doctor right away if you or someone you know is thinking about quitting their medicine for:

- Depression
- ADHD
- Or other mental health conditions



We have 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 scores, efforts to improve patient safety or any other info about our QM program, please write to: Amerigroup Community Care 22 Century Blvd., Ste. 220 Nashville, TN 37214

What do you know about your rights?

You can find a list of your rights and responsibilities as a TennCare Amerigroup member in the member handbook. It's available:

Online —

www.myamergroup.com/TN

By mail —

call 1-800-600-4441 (TRS 711) to get a copy mailed to you

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 and click on *Report TennCare Fraud*.

To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

Sex, warts and HPV

Every teen should get vaccinated

According to the CDC, human papillomavirus (HPV) is the most common sexually transmitted infection in the U.S.

Here's what you need to know:

- HPV is a virus passed from one person to another orally and during skin-to-skin sexual contact.
- It normally shows no symptoms.
- Certain types of HPV can cause:
 - Genital warts
 - Cancer of the cervix, vulva, vagina, penis, anus or throat (often after being infected for many years)
- The best way to prevent genital warts and cancer-causing HPV is by getting the vaccine (shot) early.

Who can get the HPV shot?

- Females ages 9-26
- Males ages 9-21



The earlier, the better. If you are or your child is the right age, call the doctor about getting the HPV shot today.

TennCare Kids parents and adult members:

Check in, check up and check back

Children, teens and young adults need regular health checkups, even if they feel fine. These visits help their PCP find and treat problems early.



With TennCare Kids, checkups are free up until age 21.

Checkups include:

- ✓ Health history
- ✓ Complete physical exam
- ✓ Lab tests (if needed)
- ✓ Immunizations (shots)
- ✓ Vision/hearing check
- ✓ Dental check
- ✓ Growth and behavioral screening (as needed)
- ✓ Tips about how to keep your child healthy

If your child hasn't had a checkup in the past year, call their PCP today for an appointment. Ask for a TennCare Kids checkup.



An **Anthem** Company

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



Make **Health** HAPPEN



Trouble getting to
the doctor shouldn't
stand between you
and your health.

Did you know we offer free
transportation services to help
you get to (nonemergency) health
care appointments? If you don't
have other transportation, call us
for a ride at 1-866-680-0633.

Make Health Happen is published by Amerigroup to give information. It's not a way to give personal medical advice. Get medical advice directly from your physician. ©2019. All rights reserved. Printed in the USA.