

Make Health HAPPEN

Quarter 1, 2021 | myamerigroup.com/TN



Brush up on children's dental health



February is National Children's Dental Health Awareness Month

It can be challenging to set up good brushing and flossing habits for young kids. The trick is to stick with it to help them keep up a good routine. If you do, you set them up for a healthy smile for life.

5 tips for families

1. Before teeth come in, you can help prevent tooth decay (cavities) by wiping your baby's gums with a clean cloth two times per day:
 - In the morning after their first feeding
 - Before bed
2. Kids need their first visit with the dentist when their first tooth comes in, or by their first birthday. When the first tooth comes in, that also means it is time to start brushing with an infant toothbrush and rice-sized amount of fluoride toothpaste.
3. When more teeth come in and the teeth start to touch, kids need to start flossing.
4. The American Dental Association recommends brushing teeth for two minutes, two times per day, and flossing once per day.
5. To prevent kids from swallowing toothpaste, you may need to supervise them while brushing through age 6.



Members can receive a dental checkup and cleaning every six months until they turn 21.

To find a dentist, you can call DentaQuest at 855-418-1622 or visit dentaquest.com.

Your teen's mental health matters

Teenage years can be a tough time. Pressures and changing responsibilities at school, home, and in their social life can lead to mental and behavioral health problems that can be serious. We cover several options to help them receive the treatment and support they need.



Signs of mental health problems in teens

Feeling angry, sad, hopeless, or worried often or for a long time

Feeling obsessed with dieting, exercising, or eating too much



Feeling like their thoughts are out of control or their thoughts are not their own

Sudden drop in their grades or no longer wanting to go to school

Taking risks or doing things that could lead to hurting themselves or other people



Using drugs or drinking alcohol

Destroying things or hurting other people emotionally or physically

We cover health care services for mental and behavioral health issues and substance use disorders. Plus, they do not need a referral. Your teen can see any health care provider who accepts their insurance, including:

- Their primary care provider (PCP).
- A community mental health center.
- A counselor, therapist, or psychologist for talk therapy.
- A psychiatrist to consider the need for medication.

Many of these providers are offering telehealth services to receive health care safely from home. You can call their office directly to find out if they do and how to schedule an appointment.



To find a health care provider who accepts your insurance, you can call Member Services or use our Find a Doctor search tool on our website.

Adults may be struggling with mental health, too

If you have been struggling with your mental health since the beginning of the pandemic, **you are not alone.**

53
percent

of adults say their mental health has worsened since March.¹ This can lead to an increase in alcohol or substance use to manage stress.¹

Substance use disorder and receiving help

Substance use disorder, also called alcoholism and drug abuse, includes misusing alcohol and prescription or illegal drugs. The earlier it is treated, the easier it is to overcome.²



Symptoms of substance use disorder²

When drinking alcohol or using drugs:

- Harms the user.
- Harm others, such as friends or family members, physically or emotionally.
- Makes the user unable take care of their responsibilities at work, school, or home.
- Causes health problems or a disability.
- Threatens someone's safety.

We cover a wide range of treatments for substance use disorders. If you need help finding a doctor or facility for you or your loved one, you can call Member Services at **800-600-4441 (TRS 711)** or visit myamerigroup.com/TN to use the Find a Doctor search tool.



Treatment is available

- Counseling
- Medication
- Support groups
- Rehab



1 Kaiser Family Foundation website, *The implications of COVID-19 for Mental Health and Substance Use* (accessed September 2020): [kff.org](https://www.kff.org).

2 Substance Abuse and Mental Health Services Administration: *Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health* (November 2016): [ncbi.nlm.nih.gov/books/NBK424859](https://www.ncbi.nlm.nih.gov/books/NBK424859).



Free telehealth services through LiveHealth Online

Are you looking for a way to receive health care safely from home? You can try LiveHealth Online. All you need is an internet connection and a smartphone, tablet, or computer with a webcam. They offer a wide range of health services:

LiveHealth Online Medical

Provides care when you need a sick visit, including colds and flu, allergies, rashes, pink eye, and stomach and digestive problems.

LiveHealth Online Psychology^{1,2}

Provides counseling appointments for help with stress, life transitions, depression, grief, relationship troubles, and anxiety.

LiveHealth Online Psychiatry^{1,3}

Provides help managing medication for many conditions, such as bipolar disorder, depression, panic attacks, and post-traumatic stress disorder (PTSD).



You can set up a free account using the **LiveHealth Online app** or at **livehealthonline.com**. If you need help using their website or app, you can call **888-548-3432 (TRS 711)**.

1 Appointments subject to availability.

2 Online counseling is not appropriate for all kinds of problems. If you are in crisis or having suicidal thoughts, it's important that you seek help immediately. Please call 800-273-8255 (National Suicide Prevention Lifeline) or 911 for help. If your issue is an emergency, call 911 or go to your nearest emergency room. LiveHealth Online does not offer emergency services.

3 Prescriptions determined to be a "controlled substance" (defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online. Psychiatrists on LiveHealth Online will not offer counseling or talk therapy.

LiveHealth Online is the trade name of Health Management Corporation, a separate company providing telehealth services on behalf of Amerigroup Community Care.

TennCare Kids parents and adult members:

Annual physicals for kids and youth under 21

Children, teens, and young adults need yearly health checkups, even if they feel fine.

These visits help their primary care provider (PCP) find and treat problems early.

The TennCare Kids program covers annual checkups until they turn 21. These visits include:

- Discussion of health history
- Complete physical exam
- Lab tests (if needed)
- Vaccines (shots)
- Vision and hearing check
- Oral health check
- Growth and behavioral screening (as needed)
- Tips about how to stay healthy

If you are a TennCare member under age 21, or a parent whose child has not had a checkup in the past year, we recommend calling your PCP's office today to schedule a TennCare Kids checkup.



Community Resource Link — Social Needs Tool

Our Community Resource Link Social Needs Tool lets you search for nearby organizations that can lend a hand when you need a little extra help in life. You can find help with:



Food: Meal delivery, SNAP (food stamps), tools to learn about healthy eating



Housing: Help finding shelter or permanent housing, home repairs, help paying for housing and utility bills



Goods: Clothing, home goods, medical supplies, baby and child supplies



Transportation: Bus passes, help paying for your car or gasoline



Money: Government benefits, loans, taxes, insurance, classes to help manage money



Work: Help finding work or on-the-job aids, retirement, unemployment benefits



Education: Finding and paying for school for you or your child, GED testing, financial aid, school supplies, training programs



Legal aid: Finding a lawyer for adoption or foster care, citizenship and immigration, interpreters, discrimination, identity theft

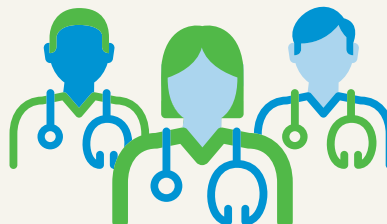


To receive a list of local organizations customized for your needs, you can fill out our short survey online at bit.ly/agp-snt.

How to change your PCP

Do you have a primary care provider (PCP) you prefer to see? Is it the same one listed on your member ID card? If not, you can follow these steps online to change your PCP:

1. Visit myamerigroup.com/TN.
2. If you do not have an account, you can register for a username and password for free. Then, log in to your secure account.
3. Once logged in, your PCP information will be in the box on the left where you can enter your changes.



If you would rather talk with someone to make the change, you can call our Member Services team.



After you change your PCP, we will send you a new member ID card with your new PCP's name on it.




Save your health, save your heart



February is American Heart Month

Did you know most cardiovascular diseases (heart disease and diseases of the blood vessels) can be prevented by making healthy habits and lifestyle changes? It is never too late to start making changes for a healthier future.

How unhealthy habits affect your health¹

 Unhealthy habits, such as ...	 Often lead to ...	 And later cause ...
<ul style="list-style-type: none">■ Smoking■ Unhealthy diet■ Lack of exercise■ Drinking too much alcohol	<ul style="list-style-type: none">■ High blood pressure (hypertension)■ High blood sugar (diabetes)■ High cholesterol■ Being overweight or obese	<ul style="list-style-type: none">■ Heart disease■ Heart attack■ Blood vessel diseases■ Stroke



How to live heart healthy

We offer stop smoking benefits

If you smoke, your PCP can help you quit. You can also sign up for our quit smoking program by calling 800-600-4441 (TRS 711).



Drinking in moderation²

To prevent health problems, U.S. Dietary Guidelines for Americans recommends no more than 1 to 2 alcoholic drinks per day and try not to drink alcohol on back-to-back days.

Show your body some love

Your body needs moderate exercise for at least 150 minutes per week.¹ The trick is to find activities you enjoy.



How to eat heart healthy³

A heart-healthy diet puts vegetables, fruits, beans (and other legumes), and whole grains at the center. Other good choices include poultry, seafood, low-fat dairy, and nuts. Sugar, red meats, and processed foods can cause heart problems, so try to limit them.



If you have questions about a heart-healthy diet, your PCP can provide answers and help you lose weight, if needed.



1 Centers for Disease Control and Prevention website: *Know Your Risk for Heart Disease* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

2 Centers for Disease Control and Prevention website: *Dietary Guidelines for Alcohol* (accessed July 2020): [cdc.gov](https://www.cdc.gov).

3 Cardio Smart, American College of Cardiology website: *Experts Clarify Definition of A Heart-Healthy Diet* (accessed July 2020): [cardiosmart.org](https://www.cardiosmart.org).

A closer look at

the flu versus COVID-19

Both the flu and COVID-19 are respiratory viruses (meaning they can affect the nose, lungs, and throat). Flu season starts in October and can last through May. Without testing during this time of year, it can be very hard to tell the difference.



Symptoms

Both flu and COVID-19 can cause fever, cough, body aches, sore throat, headache, runny or stuffy nose, and feeling tired. With COVID-19, some people experience a loss of taste or smell.



Treatment

Because both are viruses, antibiotics will not treat them. Certain antiviral medicines may shorten the amount of time symptoms are present. Doctors focus on treating symptoms to provide comfort to those with the flu or COVID-19.

5 reasons to receive the flu vaccine this year

1. It can **100% prevent** the flu in many people.
2. The vaccine can **weaken the virus, its duration, and symptoms** for people who were vaccinated but still catch a strain of the flu.
3. The flu vaccine **prevents thousands of hospital visits** every year. Staying out of the hospital is especially important because:
 - Hospital space may be limited if there is a surge in COVID-19 cases.
 - Being in a hospital may increase your chances of catching other contagious illnesses.
4. Even though the flu is not as deadly as COVID-19, **the flu can still be deadly**. The flu causes thousands of deaths every year.
5. The flu vaccine not only protects yourself; it also **helps stop the spread and protects others**, especially:
 - Pregnant women
 - Children
 - The elderly
 - People who are sick with other chronic conditions

Integration of I/DD programs and services

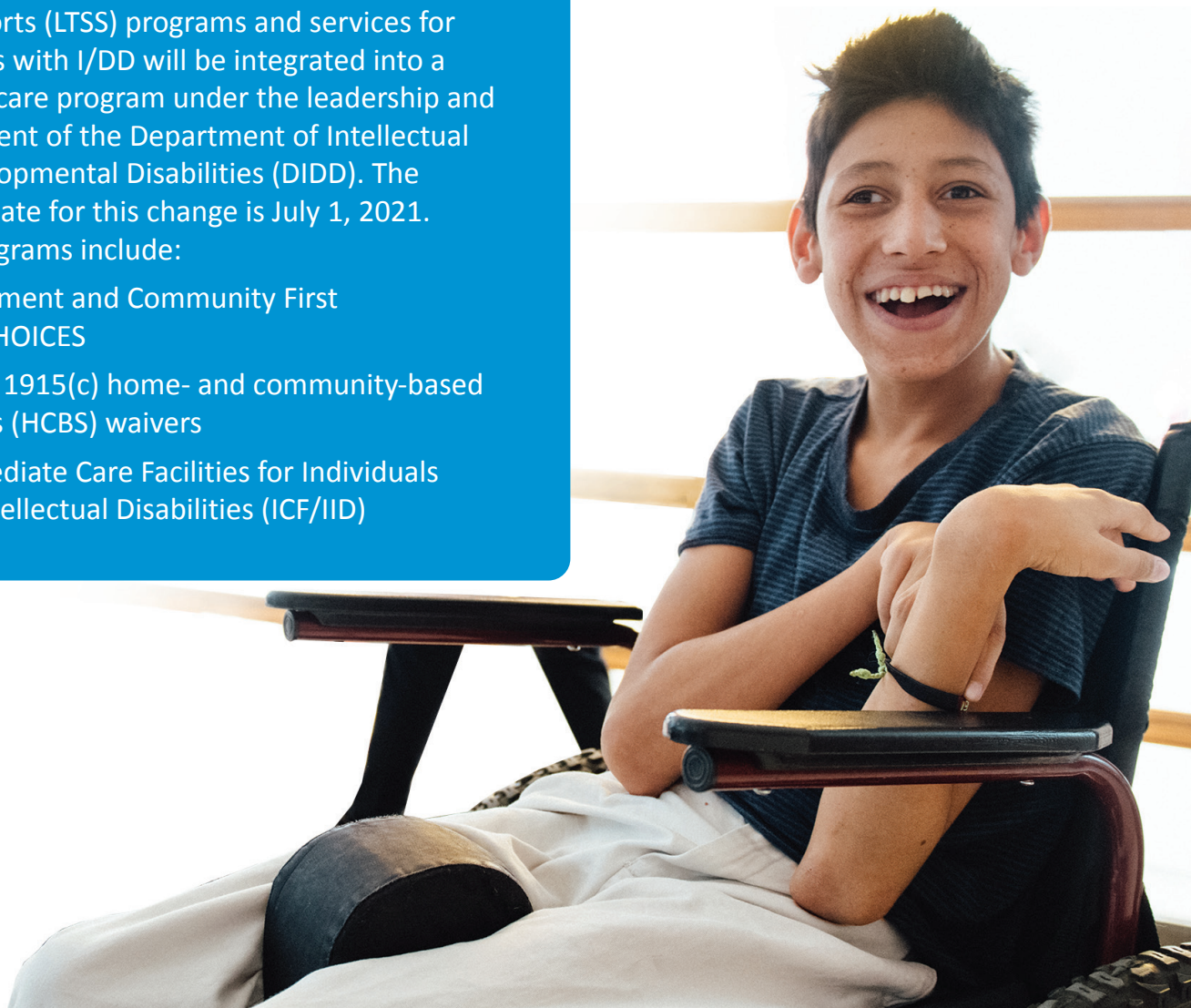


Special announcement from TennCare and the Department of Intellectual and Developmental Disabilities (DIDD)

You may have received a letter about upcoming changes to several programs for individuals with intellectual and developmental disabilities (I/DD). We want to help you understand the changes and ease any worries.

All Tennessee Medicaid long-term services and supports (LTSS) programs and services for individuals with I/DD will be integrated into a managed care program under the leadership and management of the Department of Intellectual and Developmental Disabilities (DIDD). The targeted date for this change is July 1, 2021. These programs include:

- Employment and Community First (ECF) CHOICES
- Section 1915(c) home- and community-based services (HCBS) waivers
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID)

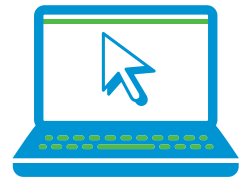


Details about the new program

- I/DD services and providers will not change.
- This will create a single service delivery system for people with I/DD that supports their personal goals, including:
 - Increasing their independence.
 - Being part of their communities.
 - Finding employment they enjoy.
- This integration may direct more funding to services and supports for individuals with I/DD. With this additional funding:
 - There will be zero reduction of funding for these programs and services.
 - Provider rates should not be negatively effected.
 - The ultimate goal is to ensure more individuals with I/DD receive needed services and no one is on a waitlist.

- For providers, one program means one place to do business with and one place to bill. This should help them focus more on what they do best — providing services and support for individuals with I/DD.

We want to help you stay up to date on all the changes and find answers to your questions. To read the latest news about the proposed I/DD program, you can regularly check the DIDD website at tn.gov/didd/for-consumers/didd-waiver-information/idd-program-integration.html.



Online and mobile tools to help manage your health

Amerigroup app

... on the App Store® or Google Play™.

What you can do with the app:

- Access your member ID card on your smartphone anytime.
- Find a doctor near you.
- Call a nurse for answers to your health questions 24/7.
- Manage your prescriptions.



Amerigroup blog

... at blog.myamerigroup.com.

On the blog, you can:

- Read the latest medical news and health tips.
- Learn more about how Medicaid works and about your health plan.
- Find resources in the community.





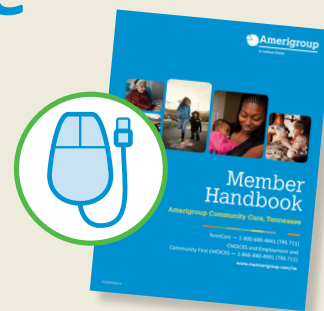
To support individuals with disabling and ongoing conditions, we offer services to assist you in your day-to-day health and living needs.

TennCare CHOICES
in Long-Term Care, or
“CHOICES” for short, is
the TennCare program
for long-term care
services, including:

- Care in a nursing home.
- Support 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 866-840-4991 (TRS 711).

Did you know you have
**access to the
member
handbook
online?**



You can follow these steps:

1. Visit myamerigroup.com/TN.
2. Choose your health plan.
3. Then scroll down to find a link to the handbook.

If you prefer a printed copy, you can always call us at 800-600-4441 (TRS 711). We will gladly mail you one for free.

Free transportation services

We cover rides to and from the drugstore and nonemergency health care appointments. You can call 866-680-0633 to schedule a ride in advance.


Remember, when you need a ride in a medical emergency, dial 911.





You can help protect your identity by stopping fraud, waste, and abuse

To report suspicious activity to the Office of Inspector General (OIG), you can call **800-433-3982** toll free. You also can go online to **tn.gov/tenncare** and select **Report TennCare Fraud**. To report provider fraud or patient abuse to the Medicaid Fraud Control Unit (MFCU), you can call **800-433-5454** toll free.

Who to call	For questions about ... 
Member Services TennCare members: 800-600-4441 (TRS 711) CHOICES/ECF CHOICES members: 866-840-4991 (TRS 711)	Your benefits, special health programs, finding a doctor, and other health plan questions.
24-hour Nurse HelpLine: 866-864-2544 (TRS 711)	An illness, injury, or other medical concerns.
TennCare Connect Hotline: 855-259-0701	Applying to, or renewing TennCare.

Spanish: Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-600-4441 (TRS: 711).

Kurdish: کوردی

ئاگاداری: ئه‌گهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ تو بهر دهسته. پهیوهندی به 800-600-4441 (TRS 711) بکه.

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: 800-600-4441 (TRS: 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 800-600-4441 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.

