

Make Health HAPPEN

Quarter 2, 2016 www.myamergroup.com/TN



How can we help you?

Did you know that with CHOICES, Amerigroup Community Care manages all your health care needs?

This is called **care coordination** and is the job of your care coordinator.

Your care coordinator is your main contact person. He or she is the first person you should go to if you have questions about your services.

Your care coordinator can:

- Provide information about CHOICES and answer your questions.
- Help you make good choices about your health care.
- Help you get the right kind of long-term services and supports in the right setting.
- Coordinate all your physical health, mental health, and long-term services and supports needs.
- Help resolve issues that you have about your care.
- Ensure your plan of care is carried out and working well.
- Update your plan of care as your needs change.
- Check each year to see whether you still need the level of care provided in a nursing home.
- Talk with your providers so they know what's happening with your health care.



If you don't know who your care coordinator is,

contact the Care Coordination Unit for help at **1-866-840-4991**.

Write down your care coordinator's information below. Place this information where you can easily see it if you need it.

My care coordinator:

My care coordinator's phone number:



Childhood immunizations

– the first three years

Your child grows quickly in the first three years of life. Immunizations, or shots, help give your child a healthy start. They also help protect your child from certain illnesses.

Use this list to see which shots your child needs and when he or she needs them. Missed shots should be given as soon as possible.



| | |
|---|--|
| Hepatitis B (Hep B) | Birth, 1-2 months and 6-18 months |
| Rotavirus (RV) | 2 months, 4 months and 6 months |
| Diphtheria, tetanus and acellular pertussis (DTaP) | 2 months, 4 months, 6 months, 15-18 months |
| Haemophilus influenza type b (Hib) | 2 months, 4 months, 6 months and again at 12-15 months |
| Pneumococcal conjugate (PCV13) | 2 months, 4 months, 6 months and 12-15 months |
| Inactivated poliovirus (IPV) | 2 months, 4 months, 6-18 months |
| Influenza (seasonal flu) | Yearly beginning at 6 months of age |
| Measles, mumps, rubella (MMR) | 12-15 months |
| Varicella (VAR) | Protects against chickenpox, given at 12-15 months |
| Hepatitis A (HepA) | Two doses given between 12-23 months |



Call your child's primary care provider (PCP) today to see whether his or her immunizations are up-to-date.



For help finding a PCP or making an appointment, call Member Services at **1-800-600-4441 (TTY 711)**.



Four reasons to get a **postpartum** checkup

Are you a new mom? If so, it's important to see your health care provider or midwife four to six weeks after you give birth. This visit is called a postpartum checkup.

Below are four good reasons to make and keep this appointment:

- 1 Your baby needs you to be healthy.** Your health care provider or midwife will check to see whether you're healing well.
- 2 You can ask your health care provider** or midwife about things like birth control, breastfeeding and how your body has changed.
- 3 You can talk to your health care provider** or midwife about your emotional health.
- 4 You can discuss any complications** you had during your pregnancy or labor and delivery and whether they will affect future pregnancies.

What questions do you have?

Call Member Services at 1-800-600-4441 (TTY 711) if:

- You need help scheduling a postpartum checkup.
- You're unable to schedule a postpartum checkup within six weeks after childbirth.

What do you know about **alcohol, tobacco and drug use during pregnancy?**

Any alcohol, tobacco or drugs you use enters your baby's body. Not only can they put your health at risk, they can:

Affect your baby's size.

Affect how your baby's heart, lungs and brain work.

Cause lifelong learning, emotional and physical problems for your child.

If you are taking prescription pain medication, talk to your health care provider first before you stop. If you need help to stop taking prescription or street drugs, your health care provider can help with this, too.

Most women are usually a few weeks pregnant before they find out. Take the first step by admitting you need help. Tell someone, talk to your primary care provider (PCP), join a support group and go for counseling.



Your baby depends on you for everything during pregnancy.
Even the air you breathe gives your baby oxygen.



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**.



BMI categories:

Underweight
<18.5

Normal weight
18.5-24.9

Overweight
25-29.9

Obesity
BMI of 30 or greater

What is your BMI?

Your BMI is a measurement of the percentage of fat in your body. It can help determine your risk for developing certain health problems.

Each year at your wellness checkup, ask your primary care provider (PCP) to check your BMI. Then discuss the results with him or her.

Are you concerned about your weight or the weight of a loved one? If so, you're not alone. Obesity has become a major health problem in the United States.

Are you in the overweight or obese range?

If so, how would your BMI change if you weighed 5 or 10 pounds less? Recalculate using a lower weight to help you set a weight loss goal.

Would you or your loved one benefit from a weight management program?

If so, Amerigroup has case managers who can help. Call 1-888-830-4300 to learn more.



You can use an online BMI calculator

by visiting the Centers for Disease Control and Prevention at cdc.gov/healthyweight/assessing/bmi.

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 and 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.



Don't text and drive

The consequences of driving while texting (DWT) are real. Not only is DWT dangerous, **it is illegal in Tennessee.**

If you swerve on the road or cause an accident because of texting, did you know you could be charged with **reckless driving**? That may mean a ticket or a lost license. You can even get **jail time** if you cause a fatal crash.

DWT also **increases your risk** for getting hurt or injuring others. It's hard to focus on what you're doing and where you're going. It doesn't matter whether you can text without looking at the keypad. Even if texting feels like second nature, **your brain** is still trying to do two things at once.



New online wellness tool helps families grow healthier together

Getting healthier can seem like a daunting task.

We all face our own hurdles like limited time, lack of energy and not enough money, but a new online wellness tool called Small Starts for Families has been created to make healthy living easier.

Small Starts for Families presents simple actions families can do each day to live healthier. The actions are designed to encourage physical activity, nutritious eating, good sleep habits and tobacco cessation. They are easy, and they are free. Select just one thing to start and begin tracking your progress toward a healthier and more active lifestyle. Before you know it, the small starts will add up to big changes to your family's overall health.

Small Starts for Families can be found at healthiartn.com/families.

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 Plans & Benefits from the left menu bar then select Medicaid. Then click on the Member Handbook on the right side to 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 <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.

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



Make **Health** HAPPEN newsletter

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.

