

# Make Health HAPPEN

Quarter 2, 2017 | [www.myamergroup.com/TN](http://www.myamergroup.com/TN)



## Family health and fitness fun

Being active as a family can be a fun way to get everyone moving. But how can you get started? Make small changes in your family's routines to lead healthier, active 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.
  - Walk around the block after a meal.
- Aim for two hours or less of screentime (TV, computer, video games) per day.

Learn how fun and easy outside activities can be. **PBS Parents** promotes a range of healthy outdoor activities for children and families across the country.

Visit [pbs.org/parents/food-and-fitness/sport-and-fitness/family-fitness](http://pbs.org/parents/food-and-fitness/sport-and-fitness/family-fitness) for more ideas. And remember to talk to your primary care provider (PCP) about which activities are safe for you.

## Medicine misuse, sharing and abuse

Prescription medicines are safe and work well when used under a health care provider's care. When taken without a prescription or incorrectly, these drugs can cause major health problems.

**Taking drugs without a prescription is a crime. So is sharing your medicine with someone else.**

Never use someone else's prescription. And if you have a prescription, don't let anyone else use it. If you do, you're putting yourself and that person at risk.

Pharmacists won't refill a prescription if you run out before the refill date shown on the bottle.



Put a check beside the steps you'll take to prevent misuse, sharing and abuse:

- ☐ I will use a pill box labeled with the days of the week and put the medicine for each day in the box.
- ☐ I will mark dates and times on a calendar to take the medicine.
- ☐ I will have a caregiver or family member remind me to take it.
- ☐ I will set my watch or phone alarm for the time each day I need to take my medicine.

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)



# Living with a disability

## Achieving your employment goals

Employment goals can help make sure you're following the necessary steps to achieve them. 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.

## Goal setting

Write or draw some goals you'd like to try in the area below.

Are there any risks with your goals? If so, talk with a friend, family member or support worker you trust about the risks. He or she can help you solve or work through them. Use the chart below to create an action plan to help you achieve your goals.

	What is the goal?	Who can I share this goal with?	What steps do I need to take?	Who will do it?	When should it be done by?
Goal No.1					
Goal No.2					
Goal No.3					

# How can we help you?

Did you know that with CHOICES and Employment and Community First (ECF) CHOICES, Amerigroup Community Care provides services and supports for

your health care needs? This is called care coordination and is the job of your Care Coordinator or Support 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 ECF 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 you have with 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: \_\_\_\_\_

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).

## The **ABCs** of safe sleep for your baby

ZZZZZZZZ

Sudden infant death syndrome (SIDS) or crib death, is the sudden and unexplained death of an infant who's younger than 1 year old. Some risks include:

- Secondhand smoke.
- Stomach sleeping.
- Overheating from too much sleepwear and bedding.

Help reduce the risk of SIDS by following the ABCs of safe sleep. Babies should sleep **A**lone, on their **B**ack and in a **C**rib. Sleeping alone means your baby isn't sleeping with another person or objects that can cause suffocation. This includes pillows, blankets and stuffed toys. Place your baby on his or her back to sleep at night and nap time. This doesn't increase your baby's risk of choking.

Babies should always sleep in a crib. The safest place for a baby is in the same room as the parents but alone in a separate sleep area.

**Put a check next to the things you're doing to help your baby sleep more safely.**

- ☐ There are no loose objects, bedding, crib bumpers or toys in my baby's crib.
- ☐ I breastfeed my baby.
- ☐ My baby always sleeps on his back in a crib with a firm mattress and a tight-fitting sheet.
- ☐ I don't smoke.

## Protect your child from contact with tobacco

Smoking leads to premature deaths, or deaths that happen before they should, across the country and in Tennessee every year. Studies show more than 100,000 Tennesseans under the age of 18 might die from smoking if habits don't change.

It's important you take steps to protect yourself and your child from the dangers of contact with tobacco. This contact includes secondhand and third-hand smoke. Secondhand smoke is smoke from burning tobacco products or smoke breathed out when someone is smoking. Millions of children breathe in secondhand smoke in their own homes and communities every day. This can damage your child's health because their lungs are still developing.

Third-hand smoke is the chemicals from cigarette smoke. These chemicals are still around even after

the smoke is gone. They stay on things like carpet, clothing and toys. You can't see them, but you and your child could be touching the same dangerous chemicals found in tobacco smoke that might cause cancer.

Here are things you can do to stay safe from secondhand and third-hand smoke:

- Don't allow anyone to smoke near you or your child. This includes in your home or car.
- Go to smoke-free restaurants and other public places.
- If you have family or friends who smoke, talk to them about quitting.
- If you're a smoker and want to quit, call your primary care provider (PCP). He or she can help you.



# Preventive care for children: TennCare Kids checkups

## Check in, check up and check back

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.

# Help your child grow up healthy



Kids grow so fast! That's why a yearly well-child checkup is a good time for you to ask questions or talk about any concerns you may have about your little one's growth and development.

Call your child's PCP today to schedule a well-child checkup. 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). If you have hearing or speech loss, call TTY 711.

## What questions do you have?

You can write down any questions for your child's PCP here and take this with you to the well-child checkup.

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# 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.

## 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](http://amerigrouplink.auntbertha.com) or call 1-800-600-4441 (TTY 711).





## Promise yourself good health

Ladies, a good first step toward staying healthy is to schedule and keep your yearly well-woman checkup appointment. At this visit, talk to your health care provider about:

- A Pap test to screen for cervical cancer.
- A mammogram (X-ray of the breast) to screen for breast cancer.
- Any other screenings or services you may need.

### Are you pregnant?

Most women see an obstetrician (OB) once a month in early pregnancy and more often when closer to delivery. Your OB also will want to see you for a checkup between the third and eighth week (21 to 56 days) after you give birth. At this visit, your OB will make sure you're healing well. It's also a great time for you to ask questions about being a mother.

### Take the first step.

Call and schedule your appointment today. And if you need a little encouragement, ask a friend to go with you. If you need help finding a health care provider or making an appointment, call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES). If you have hearing or speech loss, call TTY 711.

### What is postpartum care?

Your body goes through many changes during pregnancy and delivery. Going to your health care provider three to eight weeks after you've delivered is called postpartum care. This checkup helps make sure you're healing properly. And it's a good time to talk to your provider about birth control and how you're feeling.

If you have a Cesarean section (C-section), your provider may want to see you sooner to have your wound checked. But even with this visit, you'll still need to go again for your postpartum checkup.

Call your health care provider today to schedule a postpartum checkup. If you need help finding a health care provider or making an appointment, call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES). If you have hearing or speech loss, call 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 the right care from PCPs who meet your needs.

**My PCP Connection** is a feature on our secure member website. First, go online to [www.myamergroup.com/TN](http://www.myamergroup.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.

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

## **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

ማሳሰቢያ: የሚናገሩት ቋንቋ አማርኛ ከሆነ 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 छन् । फोन गर्नुहोस् 1-800-600-4441 (टिडिवाइ: 711) ।

**Persian: فارسی**

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

**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

**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

**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.hhs.gov/ocr/office/file/index.html>

Or you can file a complaint online at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.js>

You can 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 [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.



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



## Make **Health** HAPPEN newsletter

# The benefits of physical activity



You're not alone if it's hard to find the time or motivation to stay active. But by choosing to be **more active**, you can:

- Lower your blood pressure, blood sugar and cholesterol.
- Lose weight.
- Sleep and feel better.
- Control your symptoms.
- Decrease the amount of medications you need.
- Strengthen your heart.
- Increase your flexibility, energy and strength.

*Make Health Happen* is published by Amerigroup to give information. It is not a way to give personal medical advice. Get medical advice directly from your physician. ©2017. All rights reserved. Printed in the USA.

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