

# Make Health HAPPEN

Quarter 2, 2018 | [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN)



## Is asthma getting in the way of work, school, sleep or play?

It's normal to feel overwhelmed when you have a setback with your asthma. But there may be small changes you can make to help improve your health and keep you active.

**Although asthma can't be cured, you and your primary care provider (PCP) can work together to help you control it by:**

- Developing an asthma action plan.
- Scheduling and keeping any health care appointments or tests your PCP recommends.
- Keeping your prescriptions for asthma medication up-to-date and filled.
- Taking asthma controller medications as advised, even when you're feeling well.
- Asking for help if you don't know how to use a metered-dose inhaler (MDI).



### It's OK to ask for help if you feel like you need it.

Our Population Health team offers personal health coaching to help you manage your health needs, improve your overall health and get past barriers to achieve your goals.

We can also help you coordinate care between your PCP and other providers and find local health resources. Call us toll free at 1-888-830-4300 (TTY 711) from 8:30 a.m. to 5:30 p.m. Monday through Friday.



HTN-NL-0017-18

**Member Services 1-800-600-4441 (TennCare)**  
**1-866-840-4991 (CHOICES and ECF CHOICES) TTY 711**

**24-hour Nurse HelpLine 1-866-864-2544 (TTY 711) 1-866-864-2545 (Español)**

# Don't miss out on Healthy Rewards!

Did you know **you can earn up to \$50 in rewards** just for getting checkups or screenings you were probably going to get anyway? It's our way of saying thank you for taking even more steps to stay healthy.

It's simple. All you have to do is to sign up. Then, once you complete a Healthy Rewards activity, dollars will be added to your Healthy Rewards card.

**Sign up today and start earning rewards!**



For more information and program rules, call **1-877-868-2004 (TTY 711)** from 8 a.m. to 7 p.m. Monday through Thursday and 8 a.m. to 6 p.m. Friday.

## What is Employment and Community First (ECF) CHOICES?

**How has your life changed due to an intellectual or developmental disability (IDD)?**



TennCare ECF CHOICES in Long-term Services and Supports (LTSS) is a Home and Community Based Services (HCBS) program that helps people with IDD who aren't receiving services find jobs and live independently.

ECF CHOICES offers supports to help you achieve work and community living goals. It also provides support for your family and caregivers.

The covered long-term services and supports you can get in ECF CHOICES depend on the ECF CHOICES group you're enrolled in. If you're not sure which group you're in or for more information, call 1-866-840-4991 (TTY 711).



## Your health depends on good communication

**Quality health care is a team effort.** One of the best ways to communicate with your pharmacist and other members of your health care team is to ask questions. Asking questions can help you feel better, take better care of yourself or save your life.

### Not sure what to ask your pharmacist?

Below are a few questions to help you get started.

1. What is the medicine for?
2. How many times do I have to take this medicine?
3. When is the best time to take the medicine?
4. Does this medicine need to be taken with food?
5. What if I miss a dose?
6. When will I start seeing the effects?
7. Why do I need this treatment?
8. What are the alternatives?
9. What are the possible complications?
10. How do you spell the name of that drug?
11. What are the side effects?
12. How will this medicine interact with medicines I'm already taking?



You can also find more helpful information at [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN).

## Something to smile about

Did you know Amerigroup Community Care members ages 1 to 20 have dental coverage through DentaQuest? That means you can get routine dental care at no cost.

### How I take good care of my teeth

Put a check beside the things you do or are willing to start doing:

- ☐ I brush my teeth twice a day.
- ☐ I use fluoride toothpaste.
- ☐ I floss every day to remove food between my teeth.
- ☐ I go for a dental exam and cleaning every six months.



Were there boxes above that you didn't check? If so, DentaQuest can help. Call 1-855-418-1627 (TTY 711) today to find a dentist in our network and set up your appointment. When you call the dentist to schedule a visit, be sure to tell them you have coverage through DentaQuest, not Amerigroup.



## What is a member advocate?

It's not unusual to feel overwhelmed when it comes to understanding your health care benefits and services. A member advocate can help you answer any questions or concerns you may have about getting access to care. He or she can also help you find providers, schedule appointments and resolve issues. A member advocate can also help coordinate your care by working closely with your health care providers to make sure you're getting the care you need. To speak with a member advocate, call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES).

## 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.



Please read more about TennCare Kids in your member handbook.

### 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



# Tennessee's opioid crisis: how you can help

Opioid addiction is becoming more common — and so are deaths caused from overdose. 1,631 Tennesseans died from prescription drug overdose in 2016. Now's the time for us to work together to stop this crisis from growing. And you can start at home — with your family.

## What are opioids called?

You may know prescription opioids by names like fentanyl, hydrocodone, morphine or oxycodone. There are also illegal opioids, like heroin. **Any** opioid sold without a prescription is illegal.

Drugs like fentanyl are strong medicines used to treat serious pain. That can be good when you need relief from pain. But opioids are highly addictive. That means there's a high risk of harm — even death — if you misuse them.

## Did you know most heroin users say they started their drug addiction with prescription painkillers?

## How to talk to your kids about drug abuse

**It's not easy to talk about hard things with your children. But it starts with building openness and trust. The Tennessee Department of Mental Health and Substance Abuse Services has some tips to help:**

- Be honest with your children. Opioid abuse, addiction and overdose are serious and deadly. When they know the risks, they're less likely to use drugs. Be sure to let them know they can talk to you if they have questions or need help.
- Be present. Get involved in your children's lives and activities. Do things together as a family often, like eating dinner together. You'll find it easier to have the tough conversations when you have a strong relationship.
- Include religious and spiritual practices in your family life.
- Set rules and expect your children to follow them. Let them know that it's not OK to give their medicine to someone else. And it's not OK to take drugs prescribed for others.
- Keep track of where your children are and who they are with. And keep track of their online activity to protect them from websites that sell fake and dangerous drugs.



## How to make your home safer



Keep all your medicine — especially prescriptions — locked up in a safe place.



Get rid of leftover medicine quickly and safely. Most hospitals, provider's offices and pharmacies will take it. Or go online to [countitlockitdropit.org](http://countitlockitdropit.org) and find a place to drop them off.



Talk to your provider about other options for pain relief. Over-the-counter medicine may do the trick when your pain is not too bad. And they have less risks.

**Are you or your child having a mental health or substance abuse crisis?** Call Tennessee's free crisis hotline anytime at **855-CRISIS-1** or **855-274-7471**. Do you have questions about substance abuse or recovery? Call the Tennessee REDLINE anytime to get free, private information and referrals at **800-889-9789**.



# 4 effects of quitting diet soda



**1 Thinking more clearly.**  
The chemicals that make up the artificial sweetener aspartame can alter brain chemicals and nerve signals, which can lead to headaches, anxiety and insomnia.

**2 Food has more flavor.**  
Some artificial sweeteners are 200 to 600 times sweeter than table sugar.

**3 Weight loss.**  
Diet sodas have been linked to obesity, high blood pressure, heart disease and diabetes.

**4 Stronger bones.**  
Daily diet sodas have been linked to lower bone mineral density in the hips of older women and increasing the chance of hip fractures in postmenopausal women.

## How much do you know about concussions?

### True or false:

1. A concussion is caused by a bump, jolt or blow to the head.
2. All concussions are serious.
3. Most concussions occur with loss of consciousness.
4. Sometimes symptoms of a concussion don't occur until days later.
5. It's OK to return to regular activities the same day of the injury.

### You can prevent concussions by:

- Wearing properly fitting sports headgear.
- Buckling your seatbelt.
- Exercising regularly to strengthen your neck muscles and improve your balance.

### Answers:

1. **True.** Concussions are common in contact sports, physical education (PE) classes, falls and car accidents.
2. **True.** A concussion is a traumatic brain injury that affects the way your brain functions.
3. **False.** Symptoms of a concussion include headaches and problems with attention, memory, balance or coordination.
4. **True.** If you think you have a concussion, get medical attention right away and take time to recover.
5. **False.** If you think you've suffered a concussion, never return to physical activity the same day. When in doubt, sit it out.



## 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.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.

# Protect yourself from STDs

Sexually transmitted diseases (STDs) spread from person to person through intimate contact. You can protect yourself by not having intimate contact at all, practicing safe intimate contact and even going to see your primary care provider (PCP).

How can going to see your PCP help protect you from STDs? Circle "True" or "False" for the below statements. Then check your answers to see how much you know.

- 1 My PCP can answer questions my friends or parents can't answer about STDs.

True False

- 2 I don't need to see a PCP to know whether I have an STD.

True False



## Answers

1. **True.** If you can, talk with your parent or guardian about your sexual choices. But you may have questions only your PCP can answer.
2. **False.** Many STDs have no symptoms. You or your partner can have an STD and not even know it. The only way to know for sure is to see your PCP for an STD screening.

Call your PCP today to schedule an appointment for a checkup or an STD screening. For more information about STDs, visit the Center for Disease Control and Prevention's STD fact sheets at [cdc.gov/std/healthcomm/fact\\_sheets.htm](http://cdc.gov/std/healthcomm/fact_sheets.htm).

## 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**.



Preventing  
HPV is as easy as

# 1,2,3!

Human papillomavirus, or HPV, is a group of viruses that causes genital warts and other cancers such as cancer of the cervix, penis, anus, mouth and throat.

It's passed from person to person during sexual contact and is very common. Because there aren't screening tests for these cancers, they're often caught at a later stage when they're harder to treat.

The good news is an HPV vaccine can help prevent many of the cancers caused by an HPV infection. It's given as a series, recommended for boys and girls at ages 11 or 12 but can be started as early as age 9. Boys should be finished with the shots before they turn 13. When the shots are given at these ages, only two doses, six to 12 months apart, are needed. Catch-up vaccines are recommended for males through age 21 and for females through age 26, if they didn't get vaccinated when they were younger.

**Call your or your child's primary care provider (PCP) today to ask whether the HPV vaccine is right for you or your child.**

# How do you feel about becoming a parent?



**Put a check in the box next to the statement that's true for you:**

- ☐ I want to try to get pregnant within the next six months.
- ☐ I think I want to have a child or another child in the future but not right now.
- ☐ I don't want to have a child or any more children.

**How does your partner feel about it?**

If you're not sure, consider taking some time to talk about pregnancy planning and prevention:

## Planning:

- What do I need to do to be ready to raise a child?
- What pregnancy prevention method(s) will I use until I'm ready?
- What health concerns should I talk to my primary care provider (PCP) about?



## Prevention:

- Am I using a birth control method I'm comfortable with?
- What will I do if I or my partner has an unplanned pregnancy?
- Will I want to have children in the future?

**You can also learn more about family planning at [womenshealth.gov/pregnancy/you-get-pregnant/preconception-health](http://womenshealth.gov/pregnancy/you-get-pregnant/preconception-health).**

## 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 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

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.

## 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.

**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).**

### 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: ئهنگهر به زمانی کوردی قهسه دهکمهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخواری، بۆ تو بهردسته. پهیوهندی به 1-800-600-4441 (TTY 711) بکه.

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 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>.



An **Anthem** Company

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



Make **Health** HAPPEN



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.



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