

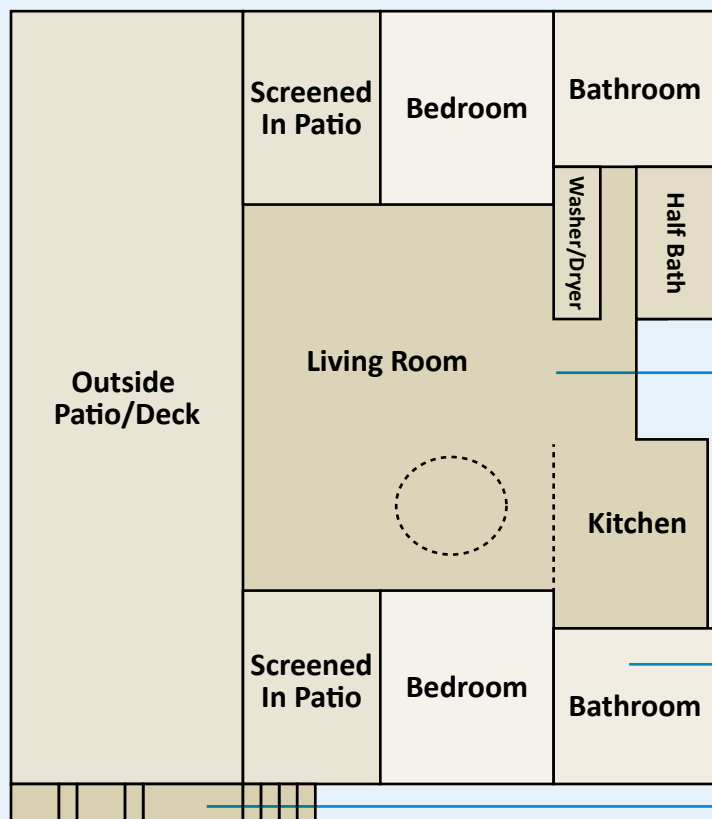
Make Health HAPPEN

Quarter 3, 2016 | www.myamergroup.com/TN



What can you do to make your home safe from falls?

Falls are the top cause of injuries in people 65 years of age or older. Even if you're not yet 65, you still may be at risk for falls. Use the image below and see how you can make your home safe from falls.



• In the living room/kitchen areas:

- Secure rugs with double-sided tape.
- Make sure all electrical and phone cords are tucked away.
- Keep your most-used items where you can reach them without a step stool.
- Be careful around your pets, crates and food bowls.

• In the bathroom:

- Place a rubber mat, non-slip strips or grab-bars in your bath.

• On stairs and walkways:

- Use handrails when you go up stairs.
- Clear walkways and stairs of things you can trip over.

Overall:

- Keep dark areas well-lit.
- Have your eyes checked each year.
- Tell your doctor about any dizziness or other side-effects from medications.
- Be sure to get enough sleep and regular exercise.



Member Services 1-800-600-4441 (TennCare)
1-866-840-4991 (CHOICES and ECF CHOICES) • TTY 711
Amerigroup On Call 1-866-864-2544 • 1-866-864-2545 (Español)

How can you **DASH** your way to good health?

DASH (Dietary Approaches to Stop Hypertension) is an eating plan that began as a way to help manage high blood pressure.

Now it's known as one of the healthiest diets and has support from the American Heart Association, the Mayo Clinic and many other health experts. DASH can help prevent heart disease, diabetes, and some cancers and promote weight-loss.



What is the DASH diet?

The DASH diet:

- Is low in saturated fat, cholesterol and total fat
- Focuses on fruits, vegetables and fat-free or low-fat dairy products
- Is rich in whole grains, fish, poultry, beans, seeds and nuts
- Contains less sugar, sodium (salt) and red meat than the typical American diet

The DASH diet is easy to follow and uses common foods from your grocery store. It includes servings from different food groups. Your number of servings depends on your daily calorie needs. Talk to your doctor, case manager or dietitian about how many calories you need each day. For losing weight, you'll need to eat fewer calories than you burn off or increase your activity level to burn more calories than you eat.

TennCare CHOICES

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**.



What can you do to help prevent asthma attacks?

If you or a loved one has asthma, you want to do whatever you can to help prevent an attack. Follow these three steps to help gain control and avoid unnecessary trips to the emergency room.



- **Learn your triggers.** Tobacco smoke, pet dander, mold, pollen and smog are common asthma triggers. It is important to find out what triggers your asthma attacks so that you can avoid them.
- **Take your medicine.** Some asthma medicines need to be taken even when you feel well. Be sure to keep all of your prescriptions filled and use them as your doctor directs. Consider ordering a 90-day supply of your asthma medicines.
- **See your doctor.** Going for regular checkups can help keep your asthma under control. You can talk to your doctor about things like your asthma action plan and getting a flu shot.

Call Amerigroup Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES) (TTY 711) to speak with a case manager and learn more about controlling your asthma.

Preventive care for children: TennCare Kids checkups

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

*Check in,
check up and
check back!*

Please read more about TennCare Kids in your member handbook.



Safe use of prescription and herbal medicines

What prescription medicines do you take? Are you using herbal medicines or dietary supplements, too? If so, you could be at risk for a serious drug interaction. Some combinations may also prevent your medicines from working as well as they should.

Use this chart to list your prescribed medicines and any herbal or dietary supplements you are using. Share this list with your doctor at your next appointment:

Prescription medication

Dosage

How often?

Herbal or dietary supplement

Dosage

How often?

If you do see signs of a problem, remember to:

- Call your health care provider as soon as possible.
- Let your doctor be the judge.
- Get your doctor's consent before you stop taking any prescribed medication.



You don't have to wait until your next doctor's visit. Learn more about the medicines you're taking now. Go online to Medline Plus at www.nlm.nih.gov/medlineplus/druginformation.html and follow the link to **All herbs and supplements**.

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.

One small test has big rewards

It's poisonous. It has no smell and can't be seen by the naked eye. And it's still a health hazard for millions of children in the United States.

What is it? Lead.

Which of these items can contain lead?

- Dirt or soil
- Paint chips
- Toys
- Dusty window frames

The answer: all of them.

Even low levels of lead can affect a child's IQ, behavior and success in school. The good news is that lead poisoning is entirely preventable.

How can you know if your child is safe? The only way to know is to have your child tested for exposure to lead. This blood test is done at 12 and 24 months of age. It can help:

- Show if your child has been exposed to lead
- Prevent delayed growth or learning problems caused by exposure to lead

Call your child's PCP today to schedule this important screening.





Brain-building activities for your child

When kids are on break from school during the summer or winter some could fall behind in their studies.

To stay on track, it's important for kids of all ages to use learning activities.

Children can experience learning losses when they don't have educational activities during breaks from school. Once a student falls behind, it becomes even harder for them to catch up. Here are some helpful tips to help your child build a stronger brain and stay on track.

- Find a public library near you and check out books with your child.
- Talk to your child care provider about the learning activities they offer. Ask questions about what your child learned during the day when he or she gets home.
- The Tennessee Electronic Library (TEL) has great content for kids of all ages and features free e-books, educational games and activities.
- Visit zoos and museums, or go on a hike. Turn these trips into learning activities by asking questions and talking about what you see with your child.
- Play learning games. Even simple things like doing the dishes, playing ring toss or buying groceries can be used as fun lessons. There are lots of free learning games online. Ask your child's teacher for recommendations. You can also buy learning games online and in educational stores.
- Sign up for the Governor's Books from Birth program. Your child can get free books each month from birth to age 5.
- Try to read 20 minutes with your children every day year round.



Prenatal and postpartum care start with you

If you're pregnant, you may wonder what's next. What kinds of tests will there be? And what if problems come up? The most important thing to remember is that you and your baby's care starts with you.

Put a check beside each item you already do or will try.

- ___ See my doctor as soon as I realize I may be pregnant
- ___ Talk with my doctor about any questions I have
- ___ Eat lots of fruits and vegetables
- ___ Drink lots of water
- ___ Don't use tobacco or drugs or drink alcohol
- ___ Ask my doctor before taking any medicines
- ___ Keep all my doctor appointments

During your prenatal visits, your doctor will see how you and your baby are developing.

After your baby arrives, your doctor will make sure your body is healing properly. This is called a postpartum checkup. It's also a good idea to keep eating healthy and getting plenty of rest. Taking good care of yourself is one of the best things you can do while caring for your baby.

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
and ECF CHOICES).
Ask for a new ID card
if you don't have one.*

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