

# Make Health HAPPEN

Quarter 3, 2017 | [www.myamergroup.com/TN](http://www.myamergroup.com/TN)



## How can you be more active?

Being more active is a process, but there are small steps you can take to help you get started.

### Some ideas include:

Taking the stairs instead of the elevator.

Parking farther from building entrances.

Doing work around your home or yard.

Stretching or doing a physical activity while watching TV.

Playing a sport with family or friends.

Going dancing.

Starting one physical activity one day a week.

### What's the best time of day for you?

You don't have to get all of your exercise at once. Break up the time you exercise into short 10-minute sessions. Then increase the amount of exercise you do. Work up to 30 minutes of activity per day.



Even if you have a disability, activities can be adjusted to meet your needs. And remember to talk to your primary care provider (PCP) about which activities are safe for you.



## Make Health HAPPEN newsletter



## 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.*

For more tips, visit [cdc.gov/physicalactivity/basics/index.htm](http://cdc.gov/physicalactivity/basics/index.htm).





## Screen time: finding the right balance

In today's world, children, teens and young adults are growing up in front of a screen like smartphones, laptops, tablets and TVs.

There are some positives to all this "screen time." The Internet, social media and smartphone apps offer many learning and creative opportunities. They also help with developing skills needed later in life. But studies show that screen time can also affect kids' health and education.

A study by the American Academy of Pediatrics (AAP) says children are spending about seven hours per day on entertainment media.

### So how much is too much?

The question that many parents and caregivers may ask themselves is "How much is too much?" Well, this all depends on the age of the child and how the technology is being used. The AAP says children under age 2 should have no screen time. For children over the age of 2, the AAP says screen time should be no more than two hours per day.

Other studies say using too much technology can lead to:

- Attention problems.
- Sleep and eating disorders.
- Being overweight.

### There are several ways you can limit your child's use of technology:

1. Set up rules.
2. Create time limits.
3. Limit what your child sees.
4. Keep televisions, tablets and computers out of your child's room.
5. Be a good role model.
6. Set an example by staying active with physical and outdoor activities.

## Has your teen **outgrown** pediatric care?

As your child gets older, his or her health care needs change. By age 18, it may be time to find a primary care provider (PCP) who treats adults.

A good place to start is your child's PCP. You can ask him or her for advice. Amerigroup Community Care is here to help, too. You can change your child's PCP at any time. Here's how:

- 1 Visit [www.myamerigroup.com/TN](http://www.myamerigroup.com/TN).
- 2 Click on Find a Doctor.
- 3 Click on Change Your PCP.

Or

- 1 Scan this image with your smartphone.
- 2 Follow the simple steps to change your PCP.



Your child will get an updated ID card within seven to 10 days. If you don't receive it, or the PCP listed isn't right, 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.



## Preventive care for children: **TennCare Kids** checkups

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.**

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               | ■ Vision/hearing screening                       |
| ■ Complete physical exam       | ■ Developmental/behavioral screening (as needed) |
| ■ Laboratory tests (as needed) | ■ Advice on how to keep your child healthy       |
| ■ Immunizations (shots)        |  |

Please read more about TennCare Kids in your member handbook.

## Schedule a well-child checkup before the new school year begins

Does your child need a physical to play sports this upcoming school year? **Has it been more than a year since your child saw his or her primary care provider (PCP)?** If so, now's a great time to schedule a well-child checkup before it's time to go back to school.

A well-child checkup gives your child's PCP a chance to check your child's growth and development and look for any problems before they become serious. That's why it's a good idea for children to see their PCP each year, even when they're not sick.

**Help your child grow up healthy** by calling his or her PCP today to schedule a well-child checkup. And if your child needs a physical to play sports, be sure to mention it when you schedule your child's appointment.

### 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.

Check in,  
check up and  
check back!



# Diabetes eye care

Protect your eyesight by getting a dilated eye exam

A dilated eye exam can help protect you from eye diseases like diabetic retinopathy. It's the only way to know whether you have diabetic retinopathy because there are no symptoms or pain in the early stages.

### Who's at risk?

Anyone who has diabetes is at risk for diabetic retinopathy, which is caused by high blood sugar and can lead to vision loss and blindness. But a yearly dilated eye exam can help reduce your risk if found and treated early. The test is quick and painless.

### What are some other ways to protect against diabetic retinopathy?

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

- ☐ See your provider for regular checkups.
- ☐ Keep your blood sugar and blood pressure under control.
- ☐ Be more active.
- ☐ Eat healthier.
- ☐ Don't use tobacco products.



If you have diabetes and haven't had a dilated eye exam in more than a year, call your provider today. If you need help finding a 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.



# 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.

You can also call Amerigroup On Call at 1-866-864-2544 (TTY 711) to speak to a nurse 24 hours a day, 7 days a week about your health questions or for help right away with an urgent health matter.

# Healthy eating tips for pregnant moms

Eating well-balanced meals while pregnant can help you and your baby get the nutrients you both need for a healthy pregnancy, labor and delivery.

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

### I will avoid the following:

- ☐ Raw meat, shellfish and eggs
- ☐ Deli meat
- ☐ Fish with high levels of mercury such as shark, swordfish, king mackerel and tilefish
- ☐ Fish from contaminated lakes and rivers
- ☐ Refrigerated, smoked seafood that's not an ingredient in a cooked dish. Canned or shelf-safe, smoked seafood is usually OK to eat.
- ☐ Soft cheeses not made with pasteurized milk
- ☐ Unpasteurized milk
- ☐ Refrigerated pate or meat spreads

### Each day, I will consume at least:

- ☐ 4 servings of vegetables and 2-4 servings of fruit and make sure they've been washed first.
- ☐ 3 servings of cooked seafood or lean meat.
- ☐ 6-11 servings of whole grains.
- ☐ 8-12 glasses of water but avoid alcohol, sugary drinks and caffeine.
- ☐ 4 servings of fat-free or low-fat dairy products.

For more tips, visit [americanpregnancy.org](http://americanpregnancy.org).



## 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



Education



Jobs



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.



TennCare Kids

## 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.



# Learn more about assistive technology

Assistive or adaptive technology (AT) is a device or system that helps individuals with disabilities (IDD) increase, maintain or improve their functional capabilities such as:

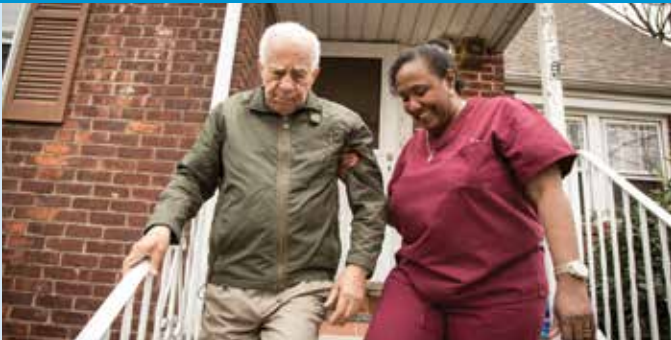
- Speaking
- Typing
- Writing
- Remembering
- Pointing
- Seeing
- Hearing
- Learning
- Walking

AT can be low- or high-tech such as a communication board or special computer. It can be hardware or software such as prosthetics, pointing devices or screen readers. It can also be wheelchairs, eye-gaze and head trackers or power lifts. And they all offer you more choices to help enhance your quality of living by breaking barriers that limit activities and restrict participation.



### Want to know more about AT?

Visit the website of the Assistive Technology Industry Association (ATIA) at [atia.org](https://atia.org). From there, you can learn more about innovations in AT, how to choose the right AT for you, where to find it and other helpful resources.



## TennCare CHOICES in Long-Term Care,

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).

# Do you still qualify for CHOICES?

There are three groups of people who qualify to enroll in CHOICES:

- **CHOICES Group 1** is for people of all ages who get nursing home care. For more detailed information about nursing home care, visit <https://tn.gov/tenncare/article/ltss-nursing-home-care>.
- **CHOICES Group 2** is for adults age 21 and older with a physical disability and seniors age 65 and older who qualify for nursing home care but choose to get home care services.
- **CHOICES Group 3** is for adults age 21 and older with a disability and seniors age 65 and older who don’t qualify for nursing home care but need home care services to delay or prevent nursing home care.

**To qualify for and remain in CHOICES Groups 1 and 2,** you must need the level of care provided in a nursing home and qualify for Medicaid long-term services and supports.

**To qualify for and remain in CHOICES Group 3,** you must be at risk of needing the level of care provided in a nursing home, unless you receive home care, and be getting Supplemental Security Income (SSI) payments from the Social Security Administration.

**For more information,** visit <https://tn.gov/tenncare/article/to-qualify-for-choices> or call Member Services at 1-866-840-4991 (TTY 711).

# When use becomes misuse

How much does your loved one’s use of alcohol or drugs concern you? The chart below indicates when it may be time to seek help.

	Normal use	Misuse
Alcohol	<ul style="list-style-type: none"><li>Drinks occasionally</li><li>Limits amount of drinks consumed in one day or week</li><li>No legal problems or issues at work, school or home that are related to drinking</li></ul>	<ul style="list-style-type: none"><li>Unable to stop drinking or control amount of drinking</li><li>Drinking causes legal problems or issues at work, school or home</li></ul>
Drugs	<ul style="list-style-type: none"><li>Takes medicine exactly as prescribed</li><li>No change in dosage or purpose of use</li></ul>	<ul style="list-style-type: none"><li>Takes someone else’s prescription medicine</li><li>Uses medicine when not needed</li><li>Uses more than the prescribed dosage</li><li>Uses illegal drugs</li></ul>



### How does alcohol affect the body?

- **Brain:** affects communications, coordination, mood and behavior
- **Liver:** can cause fatty liver, hepatitis and cirrhosis
- **Cancer:** drinking too much can increase your risk of getting certain cancers

### What kinds of prescription drugs are misused the most?

- **Opioid pain relievers** (Vicodin, Oxycontin)
- **Stimulants** (Adderall, Concerta and Ritalin)
- **Depressants** (Valium, Xanax)

**If you see signs of alcohol or drug misuse, get help right away.** You can also call the Substance Abuse and Mental Health Services Administration’s National Helpline at 1-800-662-HELP (4357) 24 hours a day, 7 days a week.

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](https://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](https://www.myamerigroup.com/TN)), or you can call 1-800-600-4441 to request a copy be mailed to you.

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 at 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>.

**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**  
ئەگاداری: ئێمە بۆ زمانی کوردی قەسە دەکەیت، خزمەتگوزاری یەکسانی یارمەتی  
زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە  
1-800-600-4441 (TTY 711) بکە.