

Make Health HAPPEN

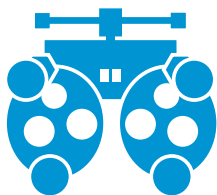
Quarter 3, 2018 | www.myamergroup.com/TN



eyeQuest

is our new vision
vendor in Tennessee

What vision
services do
you need?



Call eyeQuest at
1-800-446-0037 (TTY 711).

To get your new ID card, you can:

- Log in to your secure account to view or print your new ID card
- Download the Amerigroup Community Care mobile app to view your new ID card on your phone



Call Member Services at **1-800-600-4441 (TennCare)** or **1-866-840-4991 (CHOICES and ECF CHOICES) (TTY 711)** 8 a.m. to 5 p.m. Central time Monday through Friday to have a new ID card mailed to you.

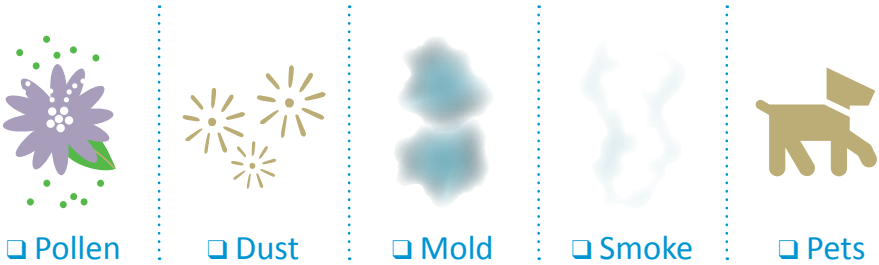


Manage your asthma step-by-step

It's hard to breathe easy when you're living with asthma. But taking a few steps can help you gain control. You could avoid an attack or even skip a trip to the emergency room.

Step 1: Know your triggers

Asthma triggers are things that make your asthma worse. What are your asthma triggers? Check if these common triggers bother you:



It's hard to avoid triggers, so how can you keep them further away from you? A small change can make a big difference. For example, cleaning or changing the filter on your heater or air conditioner can help lower pollen levels in your home.

What other small steps you can take? You can write them down here:

Step 2: Take your medicine

You may have asthma medicine to take even when you feel well. Medicine works best when you take it as your doctor says. Keep plenty on hand. You can order a 90-day supply to keep it handy.

Step 3: Visit your doctor

Your doctor can help you control your asthma and check on your medicine. You can work together on your asthma action plan, which may include getting a flu shot.

Amerigroup has an asthma care management program. It offers one-on-one phone support from a licensed nurse. To speak with a nurse case manager, call 1-888-830-4300 (TTY 711).



Do you want to keep your TennCare?

Be sure TennCare has your current address.



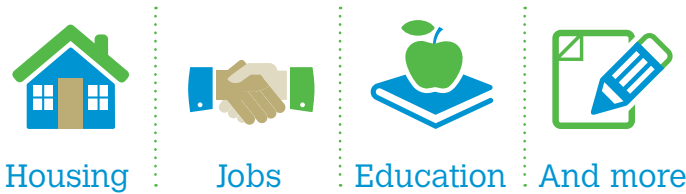
Here's what you should do:

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 finding local services

Amerigroup Community Resource Link is a site where you can search for free or low-cost local services for help with:



To learn more, visit www.myamerigroup.com/TN then click Community Resources or call **1-800-600-4441** (TennCare) or **1-866-840-4991** (CHOICES and ECF CHOICES), **TTY 711**.

Healthy eating and being active as a family can be fun

Eating a healthy diet and physical activity can help prevent heart disease and lower your weight. If you're not sure where to start, try replacing unhealthy habits with healthy ones one step at a time.

Put a check beside the tips you're willing to try:

- ☐ Plan and cook a well-balanced meal with your child.
- ☐ Eat fresh fruits and vegetables every day.
- ☐ Eat only when you're hungry.
- ☐ Drink at least eight 8-ounce cups of water every day. Sometimes, we think we're hungry when we're really thirsty.
- ☐ 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. What's an activity your family could do together?
- ☐ Walk around the block after a meal.
- ☐ Aim for two hours or less of screen time (TV, computer, video games) per day. What is something your family could do together instead?



Resources:

GetFit.TN.gov: fun activities and tips for learning to make healthier choices



Health A to Z: health care information that can help guide your decisions and stay healthy. Visit www.myamerigroup.com/tn/care/health-wellness.html then click "Health A to Z Home."

Completing a mini health risk assessment (HRA) can help you get the care you need and case management, if you need it. Call 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES) (TTY 711) for more information.

Building Strong Brains, Tennessee's ACEs Initiative

What are ACEs?

Experiences play a major role in a child's life. **Adverse childhood experiences**, or ACEs, are stressful or traumatic events that can lead to risky habits, chronic conditions and even early death. They can make it hard to live a healthy lifestyle.

The three types of ACEs include:

- Abuse:** physical, emotional and sexual
- Neglect:** physical and emotional
- Family or household challenges:** mental illness, incarcerated loved one, mother or intimate partner treated violently, substance misuse and separation or divorce

The good news is ACEs don't have to dictate a child's future. They can also be prevented through such things as healthy relationships and community-based activities that create safe, stable and nurturing environments.

If you need help with ACEs or would like to take an ACEs survey, contact your local Community Mental Health facility. If you need help finding a facility, call Member Services at 1-800-600-4441 (TennCare) or 1-866-840-4991 (CHOICES and ECF CHOICES) (TTY 711) and ask to speak to a case manager.



Women’s health matters

A good first step toward staying healthy is to schedule and keep your yearly well-woman checkup.

At this visit, you can 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

Screening	Age to start	How often	Reason
Pap test and pelvic exam	21 years or younger, if sexually active	Every 1 to 3 years	<ul style="list-style-type: none">■ Helps find cervical cancer early when it’s most treatable■ Tests for sexually transmitted diseases (STDs) or other reproductive problems
Mammogram and breast exam	50 years or sooner, depending on risk factors	Every 1 to 2 years	<ul style="list-style-type: none">■ X-ray to check for breast cancer■ One of the best ways to find breast cancer early



PKU testing for newborns

After your baby is born, the hospital staff will make sure he or she is healthy and ready to go home. That includes a thorough exam and several important tests. One of those tests is for phenylketonuria (PKU), a rare condition in which the body can’t break down an amino acid called phenylalanine. Amino acids help build protein in the body.

Your TennCare benefits cover the PKU test and other licensed professional medical services, including the special low-protein formula a baby would need if he or she is diagnosed with PKU.

Talk to your health care provider about PKU testing and other screenings to expect.



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.



3 ways to support your loved one during a short-term nursing home stay

After a hospital stay, seniors are often discharged to a skilled nursing facility or nursing home to continue recovery. Living in a strange place, even for a short time, can be difficult for many seniors. Here are three ways you can give them extra support:

1 Make their room feel like home with a family photo, cozy blanket, non-skid slippers, clock, calendar or inexpensive radio.



2 Spend time together and visit when you can. Some activities you can do together include eating a meal, watching a movie or show, listening to their favorite music or reading aloud from books or the newspaper.

3 Help them get physical activity and practice therapy, which will help their recovery. Just be careful not to overdo it. You may even be able to attend some therapy sessions with them.

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.

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.

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’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





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.

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.

Preteens, teens and young adults need vaccines, too

Did you know vaccines, or shots, aren't just for little kids?

Some vaccines work better when given during pre-teen and teen years. And some childhood vaccines that kept you or your child from getting sick may begin to wear off. Getting booster shots, or extra doses of vaccines, can help increase protection.

Which of the shots listed below do you or your child need?*

If you're not sure, call your or your child's primary care provider (PCP) today to see whether you're both up-to-date on vaccines. Catch-up vaccines, or missed shots, should be given as soon as possible.

- Tdap protects against tetanus, diphtheria and pertussis (whooping cough)
- Meningococcal protects against bacterial meningitis
- Human papillomavirus (HPV) protects against the viruses that cause cervical cancer, genital warts and other cancers
- Influenza protects against the flu
- Pneumococcal is for adults ages 65 and older; it protects against pneumonia
- Zoster is for adults ages 60 and older; it protects against shingles



*You or your child may need different vaccines based on your health, lifestyle or job, so talk with your or your child's PCP about which ones are right for you.

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) (TTY 711)** 8 a.m. to 5 p.m. Central time Monday through Friday.

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 PCP? If so, now's a great time to schedule a well-child checkup before it's time to go back to school.



Help your child grow up healthy by calling his or her PCP 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.

To pop or not to pop

When it comes to pimples, that is the question



You may feel like nothing is worse than waking up to a huge, painful pimple. It may be tempting to pop it, but that won't necessarily get rid of it. Squeezing a pimple can push bacteria and pus deeper into the skin. This could cause more swelling and redness and lead to scabs and permanent scars.

What causes pimples?

Pimples, blackheads, whiteheads and cysts are bumps caused by acne, a skin condition. Acne starts when the pores in the skin become clogged with an oil called sebum. Our bodies make sebum to lubricate the skin and hair. When there's too much oil, it can cause acne.

Tips for taking care of your skin

- Gently wash your face twice a day with warm water and mild soap made for people with acne
- Use an over-the-counter lotion that has benzoyl peroxide
- Avoid touching your face
- Wash your hands before putting anything, like makeup or lotion, on your face
- Remove makeup before going to sleep
- Protect your skin from the sun
- Clean your glasses or sunglasses regularly



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), 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: ئه‌گهر به زمانی کوردی قسه دهکەیت، خزمەتگوزاریه‌کانی یارمەتی زمان، به‌خۆراپی، بۆ تۆ به‌رده‌سته. پەیوه‌ندی 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

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Virginia Beach, VA 23466-2509



Make **Health** HAPPEN

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. 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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