



Make Health HAPPEN newsletter

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

Please read more about TennCare Kids in your member handbook.

Check in,
check up and
check back!

Make Health HAPPEN

Quarter 4, 2016 | www.myamerigroup.com/TN



Depression: Know the signs

If you or someone you love is living with depression, you're not alone. It affects as many as one in 10 adults in the United States, according to the Centers for Disease Control and Prevention (CDC). It can range from mild to severe.

The most common signs are:

- Lasting feelings of sadness, anxiousness or emptiness.
- Feelings of hopelessness.
- Feelings of guilt, worthlessness or helplessness.
- Irritability or restlessness.
- Loss of interest in activities or hobbies once pleasurable, including sex.
- Extreme tiredness or low energy level.
- Trouble concentrating, making decisions and remembering details.
- Inability to sleep or sleeping too much.
- Overeating or not eating.
- Thoughts of suicide (killing oneself) or suicide attempts.
- Headaches, cramps or digestive problems that don't go away or get better with treatment.

For help

Talk to your primary care provider (PCP) or call 1-855-CRISIS-1 (1-855-274-7471).

For children, please call 1-866-791-9221 (Nashville region), 1-866-791-9222 (Rural Middle Tennessee) or 1-866-791-9223 (Upper Cumberland).

You can also visit tn.gov/mental/recovery/crisis_serv.html.



Beating the flu — the basics

Did you know you can prepare now to stay healthy during flu season?

According to the Centers for Disease Control and Prevention (CDC), **everyone six months of age and older** should receive the **flu vaccine each year**.

How active is the flu in your state or city?

Visit cdc.gov/flu/weekly/fluactivitysurv.htm or scan this image with your smartphone.



Help keep the flu away with these basic tips:

- Get your flu shot each year.
- Wash hands often.
- Avoid those who have the flu.
- Eat well.
- Drink more water.
- Get enough sleep.

You can get your flu shot and more information from:

- Your primary care provider (PCP).
- Any of our network pharmacies if you're age 18 years or older.
- Your local health department.

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 or call 1-800-600-4441 (TTY 711).

You have **diabetes**. Now what?

Having diabetes can make you feel angry, scared and unsure about what to do next. These feelings are normal. The good news is your primary care provider (PCP) can help you create a treatment plan that's right for you. And if you stick with it, your quality of life may improve.

Some tips to get you started:

- **Learn all you can about diabetes.** Talk to your PCP, ask questions and get referrals to local diabetes programs.
- **Eat a healthy diet.** A dietician can help you create a meal plan.
- **Get active.** Any type of physical activity can help lower your blood sugar.
- **Use a blood glucose meter** to check your blood sugar.
- **Take diabetes medicine** as prescribed. Some medicine works differently to lower blood sugar.
- **Go to all health care appointments.** Your PCP may want to see you more often for certain screenings and checkups.

Want to know more?

Amerigroup has diabetes case managers who can help you. Call **1-888-830-4300** to speak with a case manager and learn more about controlling your diabetes. Also, visit diabetes.org/living-with-diabetes/recently-diagnosed/where-do-i-begin for more information.



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.

Which of these four steps will you include as part of your diabetes action plan?



1. Visit your eye doctor for a dilated eye exam at least once a year. This is the best way to help protect your vision.



2. Wash and dry your feet daily. Check for redness, blisters or other marks. Have your PCP check your feet at each visit.



3. Get an A1C test. It measures your average blood sugar for the past two to three months. Ask your PCP how often you need this test.



4. Keep a daily blood sugar log. Write down your results from your blood sugar checks at home. Bring the log to your PCP appointments.



Take care of your eyes

How can you help keep your eyes healthy? If eating carrots was one of your answers, you're right. But it's not the only food that's rich in vitamin A, which is essential for your eyesight. So are green, leafy vegetables, asparagus, apricots, nectarines and milk.

True or false:

1. Eye exams are only needed if you're having eye problems.
2. Sitting too close to the television or computer screen is bad for your eyes.
3. Wearing glasses too much will make your eyes dependent on them.

Answers

1. **False:** Regular eye exams are the only way to catch and treat some eye diseases in their early stages.
2. **False:** You blink less often when watching TV or using a computer for a long time. Your eyes may get dry. This can lead to eyestrain and fatigue. Give your eyes a rest when you can.
3. **False:** Most vision changes are because of genetics. And they may continue no matter how often you wear your glasses.

Call your eye doctor today for an exam.

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.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.

Adapting to life changes

How has your life changed due to an intellectual or developmental disability (IDD)? What activities in your daily life are harder to do?

Living with a disability isn't easy, but you're not alone. There are steps you can take to better cope with life changes. **Put a check next to the things you do or will start doing:**

- ☐ Recognize and express your feelings. Find a support group or close friend to talk to or try writing your thoughts and feelings in a journal.
- ☐ Accept the things you can't change. Many things in life are beyond our control. Focus on what you can control such as how you react to problems.
- ☐ Look for the positive. When you have a challenge, try to look at it as a chance to grow and learn something new.
- ☐ Take daily action to deal with life's challenges. When a challenge seems too big to handle, take things one small step at a time.
- ☐ Find meaning and joy. Appreciate and enjoy what you have and focus on what you can do and like doing.
- ☐ Eat well, stay active and get enough rest. Talk to your primary care provider (PCP) or a nutritionist about ways to eat healthier and stay active.

How can we help you?

Call us at **1-866-840-4991** (TTY 711) if you need help with any equipment or services or have any questions. We can also link you to other services in your community.

What is HPV?

One of the most common risk factors for cervical cancer is a sexually transmitted infection (STI) called human papillomavirus, or HPV.

HPV is the virus that causes genital warts. It's passed from person to person during sex and is very common.

An HPV vaccine can prevent most cases of cervical cancer. It's given as three shots over six months and is recommended for boys and girls ages 11 or 12 years old. It's also recommended for girls and women ages 13 to 26 years old who didn't get all three shots when they were younger.

Contact your primary care provider (PCP) today to ask whether the HPV vaccine is right for you.

What is cervical cancer?

Cervical cancer happens when cells in the cervix (the lower part of the uterus) begin to grow out of control. The uterus is where a baby grows and develops when a woman is pregnant.

Improving your family's health just got easier

Create a healthier life for you and those you love with Small Starts for Families. This is a new online tool from the Governor's Foundation for Health and Wellness.

Small Starts for Families has simple steps you can do together each day to live healthier. These steps will help you and your family:



Eat healthy.



Practice good sleep habits.



Not use tobacco.



Have good dental health.



Encourage you to be more physically active.

Pick just one Small Start and begin taking steps toward a healthier and more active lifestyle. Before you know it, the Small Starts will add up to big changes in your family's health.

Try Small Starts for Families today at healthierTN.com/families and get started on the path to healthier living.

To access the Small Starts information on dental health, just create an account at healthierTN.com and log in.

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.



TennCare CHOICES
If you think you need long-term services and supports, call Amerigroup at 1-866-840-4991.

Making decisions on care and services

Sometimes we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based on medical needs and current benefits only. We do this for the best possible health outcomes for our members. We also don’t tell or encourage providers to underuse services. And we don’t create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don’t base it on that they might, or we think they might deny or would be likely to deny benefits.

Making tough choices when faced with serious illnesses

Facing a serious illness is one of the hardest things you’ll ever do. At such a tough time, you may find it hard to talk about possible outcomes. But creating a treatment plan with your primary care provider (PCP) and sharing it with your loved ones can bring a sense of comfort and peace, especially if you become too sick to speak for yourself.

When talking with your PCP about a plan of care, here are some things to know:

Active treatment is the management and care of a patient. This is when medications are given and/or procedures are done to fight disease.

Palliative care focuses on relieving pain and symptoms. It’s also provided to help with emotional, social and spiritual concerns for patients and their families.

Hospice care is for patients who are no longer receiving active treatment. Treatment plans focus on comfort and quality of life. Hospice care can happen at home so you can be in familiar, relaxed surroundings.

To learn more, visit these websites:

- cancer.net
- cancer.gov
- nhpco.org
- compassionatefriends.org

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Amerigroup. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call Member Services at the phone number listed on your ID card or go online to www.myamerigroup.com/TN.

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 and ECF 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 and ECF 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 and ECF 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 and ECF 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 and ECF CHOICES). Or write to us at:

Amerigroup Community Care
22 Century Blvd., Suite 220
Nashville, TN 37214